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Volume IV Number 1 April 1987

THE MUNI MEMO

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Of the people, by the people, for the people of the San Francisco Municipal Railway

Muni's Station Agents: A Rare Breed

Have you ever wondered what would happen to Muni if there were no agents on hand in the Metro stations to make sure people get to where they want to go, know what fares to pay and where to get change? Pure bedlam, that's what.

Consider that on an average, there are 72,000 subway entries on any given weekday. Powell Station alone averages 13,800 a day. Without the station agents, Muni's nine stations, Embarcadero, Montgomery, Powell, Civic Center, Van Ness, Church, Castro, Forest Hill and West Portal, would undoubtedly have quite a few confused patrons running around.

Station agents perform a number of important functions for Muni. Working in three shifts daily, seven days a week, from 4:00 a.m. to 1:00 a.m., they give out information to passengers, both verbally and in the form of Muni publications such as the Timetables and the Metro Guide. They also monitor fare collection and allow entry to anyone with special fares or passes such as students, seniors and the disabled. In addition to these routine tasks, they trouble-shoot the fare collection equipment in case of breakdowns, handle accidents in the station and are all trained in emergency/ evacuation procedures and to operate fans in the event of a fire.

Muni is budgeted for 64 full-time station agent (9131) positions. According to Charles Simmons, the Union Representative for Service Employees International 790, there are currently about 57 station agents on duty.

As a group the station agents are very well educated and highly qualified. He points to the recent 9139 Transit Supervisor examination in which he says approximately 25 station agents qualified for the

Continued on page 8

Eureka!

Photo: Bill Owyang

Facilities laborers hard at work at the Eureka Station Switch Modification, one of the many engineering projects undertaken this year by Facilities Maintenance. A few of the other projects Facilities Engineering is working on include modification of the Cable-Spring Depression Beam, Heat and Ventilation Improvements to 24th and Utah; resurfacing the Kirkland Yard; new ventilation for the Potrero Paint Shop, and security improvements at all divisions. The Muni Memo will be doing a more detailed story on Facilities Engineering projects in an upcoming issue.

MANAGEMENT MESSAGE

As part of the upbeat Muni image that's emerging, the following shortened article by our General Manager appeared in the March 1987 Portalwood Press.

Muni patrons and the public in general have long expressed a desire for a Muni "Report Card." Muni has been improving significantly in recent years. Reasons include adequate staff levels, new vehicles and facilities, a rigorous Management by Objectives program mandated by the Mayor for all city departments, improved information systems and strong support from the Mayor and the Board of Supervisors to "do the job right."

I would like to share some of Muni's recent progress. Our goals are reset each year and facilitate an assessment of where we were, where we are, and where we're going. They are the ultimate "report card" for a large organization of 3800 employees serving 815,000 customers daily.

- Vehicle reliability, measured in miles between failures, has improved considerably between January 1986 and January 1987. Diesel Bus improvement is 33%, Metro Rail 10%, Electric Bus 18%, and Cable Car 129%.

- Service hours missed due to no operators on the job for the four weeks ending February 6 shows a dramatic improvement over a four-week period six months ago:

Diesel Bus, 1.8% to 0.4%; a 78% improvement
Trolley Bus, 2.4% to 0.5%; a 79% improvement
Light Rail, 0.9% to 0.1%; an 89% improvement
Cable Car, 2.6% to 0.9%; a 65% improvement

- Operator absenteeism for the four weeks ending February 6 averaged 7.5%. Six months before, it averaged 9%, an improvement of 17%.

- Fast Passes sold for $23 went from 90,600 in January 1986 to 101,000 in January 1987, a 12% increase.

- Passenger complaints for the four weeks ending February 6 averaged 135 per week, down 25% from the same four weeks one year before.

- Accidents have decreased 7% between 1985 and 1986.

The majority of our indicators show significant improvement. However, problems and challenges remain, including graffiti, Metro car availability, a new diesel shop, improved on-time performance and providing more and better information to the public.

We will be attacking these and other problems with the "can-do" attitude that underpins the improvements of recent years. This track record is, we believe, the best harbinger of more improvements to come. Our greatest asset is employees who really do care that Muni provides a safe, quality service. Talk to our typical operator or mechanic, and the service ethic comes through as a personal commitment.

William Stead
General Manager

EDITOR'S BOX

Dear Reader,

Alice Fialkin of Muni's Safety and Training Department informs the Muni Memo that our statement that six women on the platform in 1976 had joined during the Korean War or World War II was incorrect. Fialkin says in reality there were only two women from that period on the platform in 1976 and that about seven women joined the Muni operator ranks in the mid-seventies of their own accord. Thanks for the clarification.

Sincerely,
Anne Milner
Editor

LETTERS TO THE EDITOR

Rebuttal to Women at Muni (February 1987)

You ask the question "Is there a bias in transit against women holding management jobs for Muni?" My answer is NO, for the records will show that two positions out of five for TM III (9142) from the 1982 list were women appointments. This is a ratio of 40%. I see no bias here. The two employees were Dianne Nygaard and Barbara Brown. Within a few months both women resigned. Why would an employee relinquish a $58,800 a year job? Not a small salary for a year.

Another example is the appointment of Bonnie Nelson as TM I (9140) in 1983 at a pay scale of $46,000 a year. She also resigned.

I do not understand how women can complain about not having higher management jobs at Muni if they are appointed and then resign. You would think these employees would attempt to have other women have an interest in Muni

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management instead of resigning.

I worked for Muni for 33 years and enjoyed every year of it. Well, just about every year!

Sincerely,
Charles Romeyn
Retired TM III, Schedule-Traffic

CLASSES

The University of South Carolina is offering five intensive management development seminars in San Francisco during the month of May. The programs are described as "crisp, compact, no-nonsense seminars for practical business people who have no time to waste on theoretical gobbledygook."

The schedule for the seminars is:

The One Minute Manager Meets the Monkey: May 14

How to Achieve Excellence Through Customer Service: May 18

The Successful Negotiator: May 19

The Power of Effective Leadership: May 20

Giving and Taking Criticism and Managing Anger: May 21

Seminars will be held at the Ramada Renaissance Hotel from 9:00 a.m. to 4:15 p.m. For further information on the program and how to register, contact Labor Relations Director George Newkirk at 923-6126.

JOB FILE

Call the Civil Service Hotline at 558-4496 after 4:00 p.m. on Thursdays and Fridays for the most up to date information on all city positions.

7430 Assistant Electronic Maintenance Electrician

An announcement for this position was issued on Friday, April 10. The salary range is $33,098-$42,072 annually.

Call 558-3713 for more information.

AWARDS

Photo: Bill Owyang

February Operator of the Month Deborah Ramsey of Cable Car

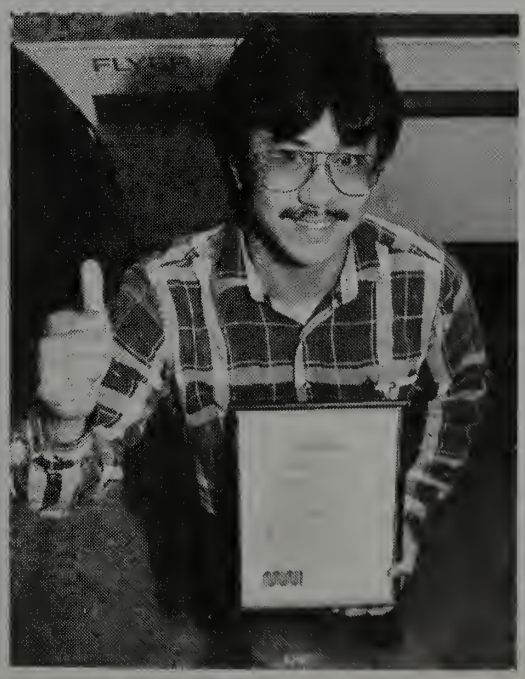


Photo: Josh Rotsten

Adan Look, Equipment Worker of the Month from Potrero Division

Photo: Josh Rotsten

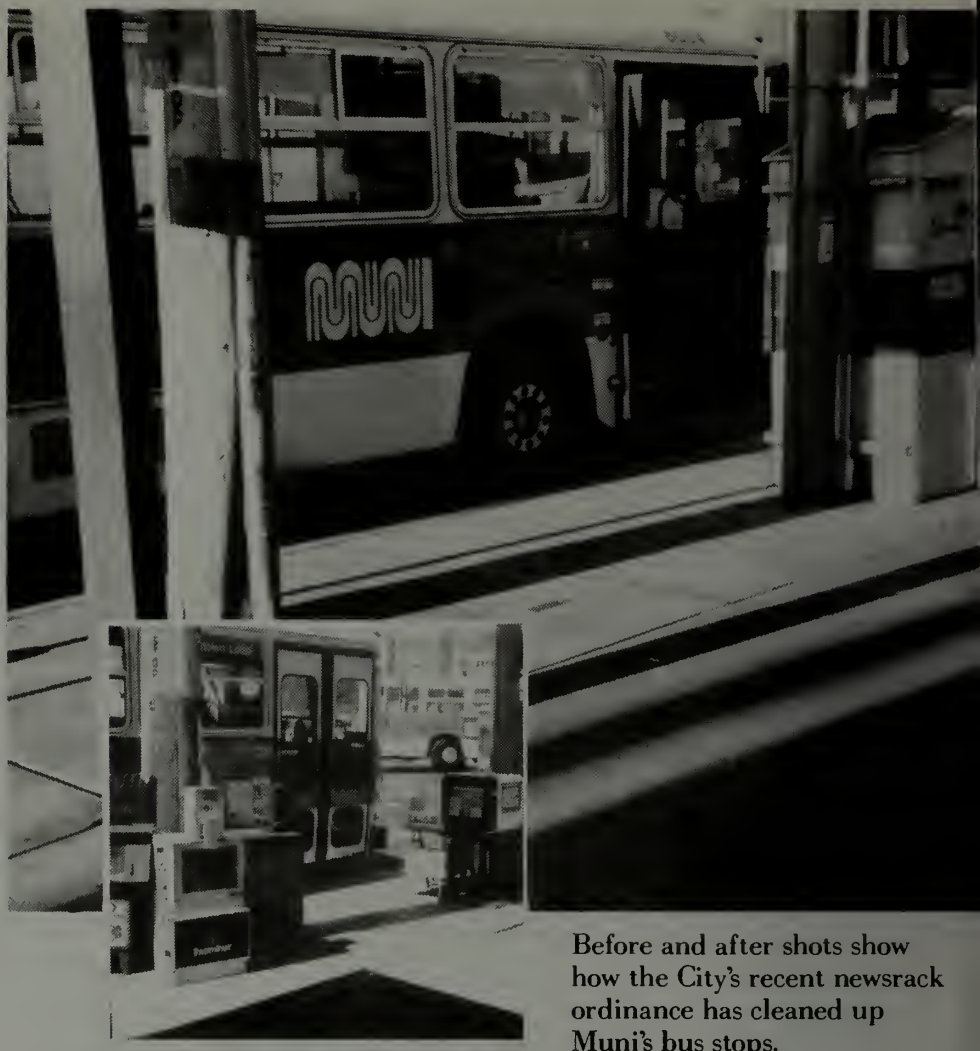
Eddie LaCapp, Life Operator of the Month from Woods Division

Bye, Bye Newsracks

The City's new newsrack ordinance is proving effective in removing sidewalk newsracks from Muni boarding areas. The long-awaited ordinance prohibits newsracks within the first 30 feet of all bus stops, as well as within crosswalks, alongside fire hydrants and in handicapped ramps.

The ordinance was approved after several years of discussion between city officials and representatives of local newspapers. In order to enforce it, a committee made up of representatives of the Department of Public Works, Muni, the Department of City Planning and various newspapers visits a different city location each week and brings the newsracks into compliance with the new guidelines.

Newsracks are still allowed in locations where they do not pose a safety problem or interfere with pedestrian traffic.



Before and after shots show how the City's recent newsrack ordinance has cleaned up Muni's bus stops.

Photo: Carmen Magana

Familiar faces at Muni enjoy the Cable Car Breakfast at the Barn on Saturday, March 28, honoring Cable Car Transportation for winning the division Safety Competition for the fourth month in a row.

Crime Down on Muni

A comparison of crime on Muni vehicles and at Muni facilities between February 1986 and February 1987 shows that criminal incidents are down over the past year by 34.5%.

For example, armed robbery is down by 50%, strong-arm robbery is down by 85.7%, aggravated assault against passengers and Muni personnel is down by 78.6% and purse-snatchings are down by 80%.

The figures speak for themselves as part of an ongoing effort by Muni and the San Francisco Police Department to make Muni a safer transit system all around.

Signing of TWU-Local 200 Agreement

Photo: Bill Owyang

Seated, left to right: Clift Davis, TWU Local 200; Alice Fialkin, Local 200; Fred Peterson, President Local 200; William G. Stead, Muni General Manager; George L. Newkirk, Director, Muni Labor Relations; Marie Blits, J.F. Erd; Paul A. Toliver, Deputy GM Transportation. Standing, left to right: Ernie Leff, attorney for Local 200; Larry Mastion, International Representative TWU; Johnny Stein, General Superintendent, Surface Transportation; John Madden, City Controller's office; Don Cameron, General Superintendent Rail Transportation.

Awards for Equipment Engineering

Equipment Engineering, under Bob Highfill, has initiated an awards program scheduled to start in July that will choose an Equipment Engineering award winner each month.

Winners will be selected from maintenance personnel at all divisions who have submitted innovative hands-on solutions to mechanical problems on the various vehicles in the form of Equipment Problem Reports (EPR's).

EPR's identify and address maintenance problems from the shop level up, and many maintenance people also offer solid suggestions for solutions when turning in these report forms.

The program is an effort to recognize all those individuals who have spent long hours coming up with great maintenance ideas from their own personal expertise.

In April a new EPR procedure will be released to all maintenance divisions. In the meantime, Equipment Engineering would like to acknowledge the following people for the contributions they have already made. If your name was left out, please let us know:

LRV: Ed Freman, George Wynn, George Manessis, Larry Jackson, Lloyd Hurlbert, Leray Mecham, Robert Olson, Dave Lake, Jeff Sada, Ed Olsen, Dan Koledin, Marcy Neighley, Chong Goe Tin, Don Armstead, Bernie Sgambata, Paul Halverson, Mike Nickless, Alan DeGuzman

Trolley: Ed Grant, Richard Mena, John Lucania, Henry Schultz, Don Maffei, Mike Lechterman, Jerry Morelock, Don Loo, Art Wong, Joe Saitz, Jim Wiggins, Brain Rolley, Mike Resch, Martin Gold

Diesel: Tommy Yup, Roland Miller, Brad McCarther, Ignacio Navarrette, Khamsay Sayasane, Ken Sapp, Ernie Ameral, Henry Baker, Dave Hutchinson, Jeff Wong, Larry Shembari, Pete Hambrick, Bill Calderon, Collin Lee, Larry McGee, John Clayton, Carl Ware, Claude Haynie

Cable Car: Don Troya, Ernie Ring, George Muscat, Jimmy Muscat

Photo: Josh Rotsten

Meliton Martinez, Outstanding Employee from Muni's Information Office, receives his award at Gold Awards ceremonies in March.

Gold Awards

The following people received Gold Awards for 1986 at ceremonies held during the month of March.

CABLE CAR EQUIPMENT: Richard Dale, Frank Camilleri, Donald Troya, Benson Lam, Andi Tanuwidjaja

CABLE CAR FACILITIES: John Hourigan, Vincent Matushenko, Loy Lew, Manuel Partida, Elmer O'Guinn

COMMUNITY AFFAIRS DEPARTMENT: Angelina Amavisca, Robert Callwell, Carlos Camins, Tom Foutch, Meliton Martinez, James Reyes, Jerry Wong, Alan Siegel, Nicolas Finck

GENERAL MANAGER'S OFFICE: Bruce Bernhard, Ethel Boutell, Leatrice Miyashiro, Thomas Rickert, Jaimie Levin, Lawrence Midura

KIRKLAND EQUIPMENT: Ramon Estandian, Karen Gonzalez, Jeffrey Wong, Dominic Gallwitz, Claude Goode, Amelio Schembari

PLANNING: Marc Hofstaeder, Anna Wong

POTRERO EQUIPMENT: Narciso Aguilar, Michael Resch, Kenny Lee, Joseph Saitz, John Dunne, Albert Ng

POTRERO TRANSPORTATION: Cliff Davis, Vivian Thompson, Robert Sheneman, Joseph Jennings, Barbara Barnes, Peter Chao, Cortic Criss, Victor Dunn, Mark Fleming, Babe Fluker, Perry Hawkins, Bobby Lefore, Julio Lopez, Randolph Lewis, Fernando Manuel, Benigno Naval, Michael Rosarno, Wing Seto, Sherwood Tong, Reno Tonegato, Alfred Vallejo, Billy Williams, Wilbert Williams, Benedict Wong, Paul Schindler, Peggy Sirles, Willie Andrews, Douglas Elliott, Joseph Groves, Alcus Jefferson, Dan Cayabyab, Turhan Burton, Donald Barrow, Elizabeth Landa, Vaniel Landrio, Ron Arvin, Lily Taplin, Augustine Dean, Dan Farrales, Jesse Edmond, Baynardo Martinez, Rozell Lucky, Arthur Larson, George Shewl, Eddie Carr

PRESIDIO EQUIPMENT: Roy Delucchi, Richard Lee, Patrick Ho,

Continued on page

Congratulations Robert Cranshaw

Living Independently, a newsletter published by the Independent Living Resource Center in San Francisco applauded Robert Cranshaw in its March issue for his "exceptional courtesy and sensitivity to the needs of disabled and elderly riders."

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Reminder

In auditing the Dependent Pass System, the Bureau of Personnel and Training has noticed that a large number of Dependent Picture Passes have not been revalidated for 1987. A grace period for getting the 1987 sticker has been set through April 17, 1987. Employees are reminded to instruct their dependents of this arrangement. Passes may be confiscated if they do not have the 1987 sticker. Obtain the sticker from Personnel and Training.

Muni's Graffiti Fighting Heroes

Some Muni employees are taking graffiti fighting into their own hands and thwarting the would be "artists."

In November, Operator George Thwaites caught a 17-year-old boy writing graffiti on the back of LRV 1281. According to the Transit Supervisor's report on the incident, Thwaites singlehandedly apprehended the graffiti writer and turned him over to the police. This happened when he was en route to make a relief at West Portal Station.

On March 19, Automotive Mechanic Lawrence Lane, who was working the graveyard shift at Army Division, observed a graffiti artist scribbling on a bus. When the teenager ran away, Lawrence took a coach and blocked the van the boy was headed toward. Four youths ran away and subsequently were arrested by police, who tracked them down through the registration on the van.

Congratulations to both of you for a job well done, and don't forget to apply for the Mayor's $500 reward for turning in graffiti writers!

MUNI AMAZING FACTS

id you know that:
- Muni's busiest intersection is at arket and Fourth Streets? 1392 ses pass through that intersection ily between 7 a.m. and 6 p.m.
- Muni boards 255.6 million ssengers a year? That's 345 times every one of San Francisco's izens.
- Muni vehicles will operate about million miles in 1987? That's 1120 nes around the equator or 59 nd trips to the moon.

muni

RIDERS SPEAK

ar Mr. Stead,
Thank you for sending me Muni's est brochure, "Tours of Discovery San Francisco." I had read about s publication in the newspaper and s quite anxious to review it.
I can see that this booklet will be st helpful to the many visitors that vel to San Francisco each year.
Congratulations on such a good !

cerely,
Gonzalez
n Francisco Board of Supervisors

muni

ar Muni,
Thanks to the bus drivers on Van s. I use their buses going from ic Center to Union Street often.
y are especially courteous and ful, especially in the evenings.

nice Krook

UNSUNG HEROINE: Ethel Boutell

Ethel Boutell, Executive Secretary in the General Manager's Office, has worked for Muni's last five general managers. As a behind the scenes person without whom these GM's could not have functioned, Ethel ranks high on the list as an "Unsung Heroine."

Photo: Josh Rotsten

Ethel Boutell, Unsung Heroine

BACKGROUND: Ethel is a third-generation San Francisco born as Ethel O'Neil, of Irish and German stock. Her father John J. O'Neil was a conductor for Muni for 35 years. Ethel remembers as a five year old child going with her mother to ride on her Dad's last trip of the day when he worked on Sundays. She waited for him to turn in his money and change his clothes at the Potrero Barn. She says, "I never dreamed that I'd work for Muni, too."

EDUCATION: Ethel attended Douglas Elementary School and Everett Junior High. She was graduated from the old Polytechnic High School and went on to attend City College, where she took English, business, psychology and humanities courses.

CAREER EXPERIENCE: At age 17, Ethel started working as a secretary for the White Motor Company, which sold trucks and buses. She worked there for 13 years, then went on to work for PG&E for two years. She began working for the City in 1960 when she was hired by the Board of Supervisors. She then worked for the War Memorial and on July 1, 1966 began a 21-year career in the Muni General Manager's office. Ethel has worked as secretary to General Managers Vernon Anderson, John Woods, Curtis Green, Harold Geissenheimer and William Stead, not to mention a few acting GM's thrown in for good measure. When asked who was the best to work for, Ethel replied unequivocally, "Bill has been the most fun and interesting." When asked who was the most difficult, Ethel laughed and said, "Let's put it this way: I welcomed Bill with open arms."

MARITAL STATUS: Ethel has been married to her husband Jack, a retired machinist, for seven years. It is the first marriage for both of them. "Nothing like being a slow starter," Ethel quipped.

INTERESTS: Ethel likes to garden, dance and go to the theater and symphony.

AWARDS: Muni Gold Award, March 1987. "This is the first time women and clerical staff have received recognition for their work," said Ethel. "Before the Gold Awards, Muni was a man's institution."

HOW SHE RATES MUNI: "I would say that while I haven't experienced too many other large transit companies, Muni is one of the most efficient and comprehensive systems in the country. The GM's office itself has gone from a staff of three people to a staff of eight, showing how much our work load has increased over the years. I must admit it's been hard working in the GM's office. Most of the time when the public gets to this level, they can be quite agitated and want to tell the GM their troubles. Dealing with the public hasn't always been easy. As long as one has to work somewhere, though, Muni has been very pleasing to me. I've met a lot of good friends and co-workers. It's a secure life for me, and it was for my Dad, too."

Photo: Josh Rotsten

Charles Simmons, union representative for SEIU, 790, poses at Van Ness Station.

Station Agents

Continued from page 1

examination. He also says that at least three supervisors at Station Operations and at least three street supervisors came from the station agents pool.

According to Simmons, there are quite a few bilingual station agents who get bilingual pay. Among the languages spoken are German, Spanish, Chinese, French and Tagalog.

Over a third of the station agents are women, whose names, incidentally, were left out of the "Women at Muni" story in the March issue. Those women are Mina Leiva, Geordis Conoly, Virginia Fontanesi, Johnson Stephanie, Noel Allen, Linda Willis, Patricia Chia, Susan Labo, Eliza Morris, Robin Robbins, Lori Rueda, Sharon Lee, Elena Dugan, Nadine Smith, Maria Creighton, Janice Picou, Sharon Hall, Gladys Britton, Debra Walker, Norma Stone, Barry Boone, Eladia Vickers and B. Nulph.

The following men are station agents: Philip Agenon, Freddy Alvarado, David Ancheta, Lester Aveiro, Jack Baar, Ken Beatty, James Bryant, Edward Burroughs, Gordon Chew, Ken Coleman, James Comlu, Ed Copeland, David Davis, Joe Hickey, Joe Hoffman, Joe Hubert, Richard Joy, Ronald Kaufman, Louis Keers, Richard Kisor, Thomas Kung, Lawrence Mar, Chester Martin, Wayen Morris, William Morris, James Odoms, Kuni Peng, Garth Sayers, Charles Simmons, Frank Torres, Anthony Tsao, Darrell Williams, Ernest Yao, Herbert Yee, Douglass Haynes.

Thanks to you for the great job you're doing!

Awards

Continued on page 7

Joseph Lui, John Ellingsen, James Smith, James Wiggins, Edward Grant Jr.

PRESIDIO TRANSPORTATION: Gerald Slayton, Nolan Braxton, John Joe Barry, Chee-Lin Chang, Peter Chen, Elmer Chin, Paul Chin, Shaik Chow, Lloyd Collins, Henry Crosby, Robert H. Davis, Abraham Dent, Miguel Espinoza, Myron Fong, Carmen Fortes, Willis Fort, Wilfred Garcia, Jonny Gilbert, Abelardo Gomez, John W. Green, Weston Hatch, John Kwok Wing Ho, Kenneth Ho, James Holland, Johnson Lee, Thomas Leon, Teresicio Macaraeg, Harvey Mitchell, James Moore, Reben Moore, Fay Parrott, Isidro Ronas, I.W. Schonberger, W.W. Slaughter, Patricia Sparks, Francine Tookes, Margorie William, John Will Wong, John Yee, John Zanoli

TRANSPORTATION ADMINISTRATION: Ayn Pascual, Ron Hundenski, Maria Williams

STREET SUPERVISION: Thomas Hanratty, Diego Cassone, Richard Dong, Windroff Newton, Michael Thibeaux, James Cheeseborough, Rudolph Salanga

24TH STREET SPECIAL MACHINE SHOP: Leonard Scott

SCHEDULES AND TRAFFIC: Robert Anthony, Virda Blake-Young, Charles Figone, Madeline Gullberg, Robert Woods

CREDITS:

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THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Volunteers Wanted In Stress Reduction Study

Douglas Hechim, a stress management consultant, is looking for seven volunteers from the bus driver ranks to participate in a study that will attempt to reduce stress on the job and monitor its effects on job performance.

Labor Relations Director George Newkirk and Surface Transportation Superintendent Johnny Stein have already started the three-month-long study as representatives of MUNI management, and are highly supportive of the program. In fact, after Stein's first session, he experienced a ten-point sustained drop in his blood pressure.

The study involves weekly half-hour deep relaxation sessions which, in Hechim's words, "offer participants a means of escaping and forgetting about the exterior world by placing them in a deeper state of relaxation than that experienced in sleep. As a result, the body is restored to its deep natural state through the triggering of strong self-corrective, regenerative mechanisms."

Continued on page 8

All Systems Go For Potrero Renovation

Photo: Carmen Magana

Potrero Peer Group Review Committee made up of transit professionals from Vancouver, Toronto, Seattle and Dayton and MUNI managers.

A Peer Group Review of MUNI's plan to renovate Potrero Division in order to accommodate 60 articulated trolley coaches has essentially approved the project and found that MUNI's recommendations can be implemented without major structural changes to the building.

Five transit experts on trolley coach facilities operations from Vancouver, Toronto, Seattle and Dayton spent two-and-a-half days at MUNI in early April walking through the facility, discussing MUNI's needs and exchanging information with key personnel involved in the renovation plan. They primarily studied equipment maintenance requirements for the expanded facility with special attention to shop and yard circulation, fare extraction, running repair and heavy maintenance.

According to Manager of Operations Planning Tom Jordan, the Peer Group confirmed what MUNI had identified, but made additional recommendations to the circulation plan which, in their words, "will

Continued on page 8

MANAGEMENT MESSAGE

MUNI: THEN AND NOW

It has been my privilege to enter the PUC family at an exciting phase of MUNI's history. Annual boarding of passengers per capita is the highest percentage by far in the entire United States of any system our size. We carry over 810,000 passengers per day on the Metro, trolley coach and diesel routes, and many more thousands on the cable cars. San Francisco has the greatest density of autos of any city in the world of its size, yet our daily ridership exceeds our population. Our unique geography, surrounding us by water on three sides, has resulted in full urban development and a demand for transit service everywhere in the City. We presently provide this through the five core Metro routes, the downtown electric trolley coaches (which also assist in controlling inner-city air pollution), the diesel fleet and, of course, our famous cable car system. The cable cars have all been rebuilt, and, while the cars retain their traditional appearance, the propulsion system has been completely updated with modern engineering and technology. In fact, the Cable Car Division has recently received four consecutive monthly safety awards!

Things have not always been this way. MUNI took over the defaulted Market Street Railway in 1944 which had been in receivership for a decade. The equipment was ancient and dilapidated. One of MUNI's first moves was to replace obsolete streetcars with then-modern trolley coach equipment. As most American cities abandoned their rail and electric networks, MUNI maintained and upgraded its own. Where are we headed today? We are looking at an expansion of the Metro system along the Embarcadero into Mission Bay and beyond on Third Street to the Executive Park and Candlestick areas. With your help, "The City That Knows How" will continue to grow into the future!

Donald Birrer
General Manager
Public Utilities Commission

LETTERS TO THE EDITOR

Dear Editor,

I have been a storekeeper assigned to the MUNI Railway for 17 years and never once has a storekeeper been awarded anything or been mentioned for recognition.

Our pay does not compare to the people we work around. If we did not do our job well, the Railway would almost come to a halt. When they have awards, storekeepers are never singled out.

Thanks for anything you can do about this oversight.

Myron H. Crews
Senior Storekeeper
Overhead Lines Department

NOTE: In April, four City Purchasing Storekeepers assigned to Equipment Maintenance received Gold Awards.

CLASSES

The Civil Service Management Development Unit, in cooperation with PUC Training, offers management and supervisory training classes on a quarterly basis. The classes include Improving Management Effectiveness (a pre-requisite for attending other classes), Stress Management, Performance Appraisal, Planning for Results and others.

Copies of course descriptions along with sign-up forms are circulated throughout MUNI to each department's training liaison. If you are a manager or a supervisor and are interested in signing up for any classes, check with your unit manager. The only exceptions are Surface Transportation managers and supervisors, who should express interest to their group managers, and Equipment Maintenance managers and supervisors who should contact the Equipment Maintenance Training Director.

Once all training liaisons have submitted completed sign-up forms to PUC Training before each class deadline, PUC Training then submits a complete sign-up list to Civil Service. Civil Service allots three slots per class to the PUC. Those individuals who are accepted for a class will receive an acceptance memo. Another memo is sent to all persons who are placed on a stand-by list. Those who are accepted will also receive class schedules and materials. When a person completes a class, he or she receives a certificate of completion and copy for the Personnel File.

For information, call Mike McDonough, PUC Training at 923-6149.

EDITOR'S BOX

Dear Reader:

Apologies to Larry Martin, International Representative of the Transport Workers Union, whose name was misspelled in the April *MUNI Memo.*

Sincerely,
Anne Milner
Editor

JOB FILE

7224 CAR AND AUTO PAINT SUPERVISOR I

An announcement for this position was issued on Friday, May 1. The monthly salary is $3,624. Call 558-3713 for information on applying for this position. Call the Civil Service Hotline at 558-4496 for up-to-date information on all City positions.

AWARDS

April Facilities Maintenance Worker of the Month Freddie Wong of Facilities Engineering.

Photo: Josh Rotsten

Photo: Carmen Magana

March System-wide MUNI Operator of the Month Michael Rosarno of Potrero Division.

Photo: Carmen Magana

April Equipment Maintenance Worker of the Month from Army Division Lawrence Lane, Sr.

Early Opening for E Line

On April 15, MUNI's Historic Streetcar No. 578, built in 1895, inaugurated the first Embarcadero streetcar service in 40 years with Supervisor John Molinari at the helm.

Car 578, powered by a small auxiliary diesel engine, (there are no overhead electrical wires along the Embarcadero), operated between Battery and Sansome Streets as part of the Great San Francisco Railroad Fair, sponsored by the California State Railroad Museum.

The operation of car 578 gave passengers, who rode free and jam-packed the trolley, a taste of what it will be like when MUNI opens a new Embarcadero streetcar line in the years to come.

Incidentally, the idea to run car 578 along the Embarcadero for the Fair was Maury Klebolt's, MUNI's most famous historic streetcar aficionado.

Photo: Bill Owyang

Maury Klebolt with Rick Laubscher, of Bechtel, pose on Car 578—a first in what may be many trips along the old Embarcadero streetcar tracks.

Because of the enthusiasm with which the operation of car 578 was received, General Manager William Stead has asked for an evaluation into the possibility of providing weekend-only service from the Ferry Building to Pier 39 during the summer months.

Photo: Carmen Magana

PUC General Manager Don Birrer (front row kneeling, fifth from left) poses with MUNI's most recently graduated operator training class, MUNI managers and union reps on April 24.

Photo: Josh Rotsten

Congratulations to Bobbie L. Brown, newly appointed Executive Vice President of the Transport Workers Union, Local 250-A. Bobbie was formerly union chair at Potrero Division.

Holiday Design Contest

MUNI artists unite or compete as the case may be. MUNI is sponsoring a Fourth of July contest for the best design of an 11"x17" bus poster wishing Happy Independence Day to all our passengers.

The design must incorporate the words MUNI and Fourth of July and be submitted to the Community Affairs Department by Monday, June 8. Artists may use two colors plus black in the design. Otherwise, you're free to let your creativity flow—all within the boundaries of good taste.

The winner will have his or her signatured design displayed on all the MUNI vehicles, as were the 1986 "Seasons Greetings" cards, and receive a $50 Savings Bond.

For more information, call Nicolas Finck, in the Community Affairs Department at 923-6162.

This 11"x17" poster sent Holiday greetings to MUNI passengers this past season. Are there any artists out there who can do one better for the Fourth of July?

Reward Offered

Mayor Dianne Feinstein is offering a $10,000 reward for information concerning a fatality accident that occurred at 19th and Quintara on January 27, 1987.

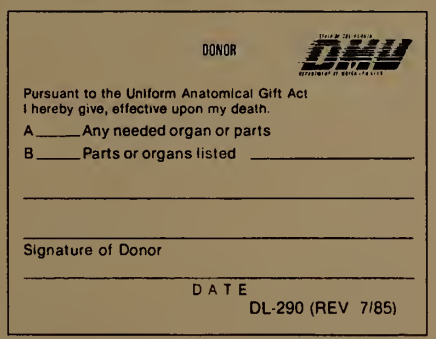
The San Francisco Police Department is seeking leads in what appears to be a hit-and-run accident that took the life of a 40-year-old woman, who was crossing 19th Avenue in a heavy downpour around 7:00 pm that day. The only information the SFPD has is that allegedly an off-duty female MUNI operator stopped after the accident and directed traffic until the police and ambulance arrived. However, efforts to identify the operator have been unsuccessful.

If you are the female operator who assisted at the scene of this accident or if you have any information concerning this incident, please call Inspector Frederick at the SFPD at 553-1644.

The Gift of Life

By Deputy City Attorney Robin Manion

Mayor Dianne Feinstein recently proclaimed Organ/Tissue Donor Awareness Week in San Francisco to call attention to the need of organs for the increasing numbers of transplants being carried out not only in San Francisco, but nationwide.


DONOR

DMV

Pursuant to the Uniform Anatomical Gift Act
I hereby give, effective upon my death.

A ____ Any needed organ or parts

B ____ Parts or organs listed _____

_____

_____

Signature of Donor

_____

DATE

DL-290 (REV 7/85)

Last year, more than 50,000 people underwent organ and tissue transplant operations. More than 10,000 kidney transplants alone were performed in the U.S. in 1986. Physicians at UC San Francisco perform over 200 kidney transplants each year. Also on the increase are the transplants of livers, lungs, hearts, corneas and other tissues.

Unfortunately the demand for organs greatly exceeds the supply. The U.S. has approximately 24,000 potential donors annually, yet only about 2500 provide organs for transplants. Between 13,000 and 14,000 people in the U.S. currently undergo dialysis several times a week while awaiting kidney transplants.

The shortage is partly due to the reluctance of surviving family members to consent to donation. But without these donations, Louise Pound, a Hetch Hetchy employee, could not have had a successful kidney transplant 17 years ago and the author of this article could not have had a kidney transplant nearly three years ago.

If you decide you would like to be a donor, sign the organ donor card on the back of your driver's license (sample reprinted here). If you don't have a driver's license, call 800-55-DONOR for a uniform donor card and to answer your questions. Always keep the donor card with you.

Remember, the gift of life is yours to make...and possibly even to receive.

Historic Streetcars Keep On Rollin'

With Opening Day festivities on Thursday, May 14, the San Francisco Historic Trolley Festival enters its fifth year. Not bad for a project that at various times entertained rumors of being too expensive or frivolous to maintain!

Regular six-day service will begin on Saturday, May 16, an increase over last year's Festival, which ran only from Monday through Friday. On weekdays, seven trolleys out of a fleet of ten operating streetcars will travel from Castro and 17th Streets via 17th and Church to Market and then to the Transbay Terminal from 10:00 am to 5:45 pm. On Saturdays, operating hours will be extended an hour.

Among the trolleys running this year will be MUNI's new Moscow car, as well as cars from Australia, Japan, Portugal, England, Italy, Germany, Missouri and several from MUNI's early days.

Photo: Bill Owyang

MUNI's Melbourne Car will once again be a familiar sight during this year's Historic Trolley Festival.

Gold Awards

The following people received Gold Awards at ceremonies in April. Congratulations, winners!

ARMY EQUIPMENT: Remigio Miguel, Lawrence Lane, Khamsay Sayasane, Ignacio Navarette, George Kelcec, Floyd James, Bernard Amdur

ARMY TRANSPORTATION: James Brown, Sammy Lee Cash, Robert Cranshaw, Angelo Garcia, Clarence Jason, Ray Thomas Kelly, Richard Lee Milam, Miguel Perez, Teddy Al Presher, William Rucker, Frank Sargent, Emmett Shannon, James Siverand, John H. Wood, Jay Williams, Floyd Pitts, Raymond Hines

CENTRAL CONTROL: Paul Petersen, John Loughran, Ray Duran, Larry Thornton, Robert Iseley

CITY PURCHASING—EQUIPMENT MAINTENANCE: William Kotta, Jerry Simpson, Lorenzo McCrann, Tom Pendergast

FACILITIES MAINTENANCE ENGINEERING: Elaine Cartwright, Gilbert Fulgencio, Freddie Wong, Pat Lyle

SAFETY AND TRAINING: Edgar Brown, Adrian Moy, Jasper Collier, Bill Valentine, Walt Maberry, Joe Bologna, Emile Jones

WINSTON NETWORK: Donald Leek

Photo: Carmen Magana

MUNI General Manager William Stead and TWU-Local 250-A President Sam Walker show off Gold Awards caps and mugs presented to each Gold Award winner. Not shown are the special pins winners also receive.

UNSUNG HERO: George Kelcec

George Kelcec has been with MUNI through thick and thin for the past 36 years. Now Shop Supervisor at Army Division with the motto that team effort is what counts when it comes to effective leadership, Kelcec's perserverence and dedication to Equipment Maintenance over the years has won him the May "Unsung Hero" column.

Photo: Carmen Magana

George Kelcec

BACKGROUND: Kelcec was born in New Fairfield, Connecticut of Yugoslavian parents who immigrated to the U.S. in the early 1900s. He is one of three children.

EDUCATION: He attended a one-room school house from grades one through seven in New Town, Connecticut ("It's part of a cow pasture now," he quips), and then went on the Halway High School, also in New Town. He received his high school diploma from Evander Child's High School in New York City, which Kelcec hastens to point out was also the alma mater of the late comedian Red Buttons.

MILITARY: In 1942, Kelcec joined the U.S. Navy and became an aircraft mechanic attached to Fleet Air Wing 15 and Fleet Air Wing 7 operating out of North Africa, Gibraltar and England. He left the service in 1945.

CAREER EXPERIENCE: After graduating from high school and before entering the Navy, Kelcec worked for Western Electric in New Jersey. After being discharged from the military, he worked as a machinist and auto mechanic in Kokomo, Indiana, and then attended

Continued on page 8

MUNI

Announcement

During the months of May and June, the Civil Service Commission's Examination Unit will be open on Saturday mornings from 9:00 to 12:00 for the filing of courtesy cards, the acceptance of applications and general information purposes. No analysts will be on hand for consultations, however.

Dates for the Saturday openings are: May 2, 9, 16, 23 and 30 and June 6, 13, 20 and 27. For questions call 558-4497.

MUNICIPAL S.F. RAILWAY

AMAZING MUNI FACTS

Did you know that:

- Average passenger boardings per operator per year are 130,000?
- Peak number of MUNI vehicles in service is 791?

If all 1,055 MUNI vehicles were in service with a standard load, we could carry 86,000 passengers at one time or 12% of the population of San Francisco.

RIDERS SPEAK

Dear Mr. Stead,

This morning at 10:15 am, I received a call at work from my 67-year-old mother in a panic as she had left her purse on the bus. I contacted your dispatchers, spoke to a woman named Glenda and she advised me that a call would be put through to all the drivers on the 52-Excelsior line.

I came home and took my mom to the bank since she had just made several deposits and withdrew $250 cash to do some shopping.

Needless to say, her purse contained not only two lottery tickets, her master card, her savings account books, her check book but $214 in cash.

By the time we returned home from reporting the incident to the bank and filling out forms putting holds on all her accounts, at about 12:15 pm one of our neighbors told us that a MUNI bus had pulled up and the driver had found the purse and returned it. He asked if they knew us, and if so, if they would return the purse to my mom.

Oh, by the way...everything was intact. Not one cent was missing.

We don't know his name but the least we could do is to advise you that you can be proud of this particular MUNI driver. An honest man! May God bless him and his family.

Sincerely,
Marina T. Morales

Dear Sirs,

I'm taking the time to thank the men who worked on train #1327 on the evening of April 13th. I had lost a card on the side of the seat and they really came through and took apart the seat to find it and kept me posted on the progress that evening.

I thought it was worth a try but I didn't expect such excellent, personal service. I'm very impressed with that service and want to extend my appreciation.

Thanks again,
Ruth Goldfini

UNSUNG HERO:

Continued from page 7

the Coyne School of Electricity and Electronics in Chicago in 1947. After graduating from Coyne in 1948, he came to San Francisco and worked for Cecil Whitebone, a Ford dealership on Van Ness Avenue until he joined MUNI in 1951.

He started out at MUNI as an automotive machinist at 24th and Utah. He became a mechanic foreman in 1963 assigned to Kirkland Division, was promoted to Transit Shop Supervisor in 1966 and from 1974-77 was Acting Supervisor of Automotive Equipment. In 1978, he became the Controller at Woods Division, a position he held until 1981. Over the years he has worked at all the automotive divisions and for Facilities Engineering as part of the GMC Rehabilitation Program. He went to Army Division in 1987.

MARITAL STATUS: George has been married to his wife June for 23 years. They have one son, Karl, who will be 18 on Memorial Day and plans to enter the Navy in September.

AWARDS: Kelcec has received commendations from MUNI General Managers Curtis Green, George Duarte and William Stead. He received the Gold Award on April 24, 1987.

INTERESTS: George and his family enjoy RV activities when he is not at MUNI. They have toured most of the 50 states and enjoy spending time at Lake Tahoe. When George retires in the near future, they plan to build a house in El Dorado.

HOW HE RATES MUNI: "I've seen good and bad times at MUNI. These are some of the good times. Our successes now are the result of a team effort. When you fragment that, it can create distrust throughout the ranks and it takes a long time to recreate an organization.

"Army Division was in a critical situation when I came in, but the crisis is past and everyone is optimistic now including the employees, supervisors and management. Team effort is the key. Nothing can be accomplished without team effort and near term, middle term and long term goals and objectives. If you stick with basics, everything will turn out. The basics are to run an orderly and efficient shop."

VOLUNTEERS WANTED

Continued from page 1

Hechim reports that food and herb supplements supplied by the Cernitin and K.M. Companies will also be used in conjunction with the relaxation sessions to ensure that once stress levels are lowered, they can be maintained by correcting chemical and nutritional imbalances in the body that can also contribute to stress.

According to Hechim, "Some people think that experiencing stress is a form of weakness, but all people are susceptible—drivers, managers and others." He says that just like buses that need tune-ups to run well and prevent major overhauls, employees must have tune-ups in the form of stress reduction to prevent burn-out and human breakdowns. He points to reports showing that in 1984, General Motors Company spent more on medical costs than on metal, indicating that employee health problems can be more costly to companies than materials needed for the running of those companies.

The study will monitor attitudinal shifts in participants, and changes in job performance and absenteeism. Stein, who was an operator for twelve years and knows driver stress factors first hand, and Newkirk encourage drivers to volunteer. If you are interested in participating, please call Stein's office at 923-6131.

POTRERO RENOVATION

Continued from page 1

dramatically improve operational efficiency while reducing operational costs."

The Peer Group recommended securing the yard and shop areas, minimizing the use of bordering streets as part of circulation patterns and establishing a single meet-and-greet location for all incoming buses in common with the fare extraction process. The group found that because of the size and difficulty of maneuvering the larger articulated trolleys, the upper yard at Potrero could not adequately house them. The experts therefore recommended that the larger buses be limited to the lower yard where a maximum of 90 can be stored.

Other recommendations included the locations and up-dating of key systems including the tower, farebox probe, bus washers, overhead wires and shop storage, as well as the establishment of a new Potrero Electronics Shop.

Planner Susan Chelone coordinated the transmittal of MUNI information to the Peer Group experts and has been at the forefront of planning the renovation project. Trolley shop Supervisors Bob Olson and Ed Grant, Transportation Superintendent Jim Christian and Harold Conklin of Facilities Maintenance also presented invaluable information on the day-to-day operation of Potrero Division.

According to Tom Jordan, MUNI is delighted with the results of the review, particularly in light of the fact that major renovations to the facility will not have to be undertaken. The estimated cost is $7 to $10 million.

The Peer Group Review is part of a new process MUNI is instituting to clarify engineering, operational and equipment needs before beginning the actual construction on any major project.

The next step will be to turn the project over to the Utilities Engineering Bureau for design and engineering.

CREDITS:

The MUNI Memo
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THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Don't Forget the Roadeo!

On Saturday, July 11, MUNI's 12th Annual Roadeo will be held at Candlestick Park. All drivers who would like to sign up to compete in the Roadeo should contact Bill Gordon in the Safety and Training Department immediately. Gordon's number is 923-6288.

Each year, approximately 100 MUNI drivers participate in the competition, which ranks contestants on driving ability, safety, personal appearance, and pre-trip inspections.

Competing operators will drive a standard 40-foot diesel coach through a variety of different courses. First, second, and third place trophies will be awarded to the three highest overall scorers, and plaques will go to the highest woman scorer and the highest scoring part-time driver.

The three top winners will go on to compete in the Regional Transit Roadeo on August 29 at the AC Transit Training Facility. The First Place winner will compete in the American Public Transit Association's National Roadeo to be held September 28 also in the AC Training Facility. The national Roadeo will coincide with the National APTA Conference and Exposition held in San Francisco at that time.

All MUNI employees are invited to attend the Roadeo, which starts at 8:00 a.m. and lasts throughout the day. A special luncheon barbecue will be served at noon.

MUNI's Answerers

Photo: Bill Owyang

MUNI's Transit Information Center on a typical week day.

If you were a Transit Information Clerk for MUNI and a caller asked you how much it would cost to go from Zurich to Istanbul, what would you answer? The thoughtful clerk who took this call responded, "Would you like to pay the fare in Swiss francs?" Although the 17 clerks who staff the Telephone Information Center at 949 Presidio Avenue are there to answer questions on MUNI's routes, fares, and schedules, frequently they receive calls like these. And it takes a fair amount of humor, tact, and knowledge to answer the legitimate, as well as the "off-the-wall" questions coming in to "673-MUNI."

MUNI's Telephone Information Center, under the Community Affairs Department, is managed by Alan Siegel. It is the only such information center of all the transit agencies in the Bay Area that is open 24 hours a day, seven days a week. An average of 700,000 calls come into the Telephone Information Center annually. On an average weekday alone, approximately 3000 calls come in. Clerks who handle the calls know what the term "phone ear" means first-hand. In fact, they are so used to answering calls and being on the phone, that reportedly they often answer their home phones "Hello, MUNI, can I help you?"

Continued on page 8

MANAGEMENT MESSAGE

As we enter Fiscal Year 1987-88, we can and should be proud of all our accomplishments. I can't stress enough how important the team concept at MUNI is. Everyone has pitched in—operators, maintenance personnel, engineers, supervisors, clerical staff, managers, and support people—to make MUNI the truly great transit system that it is. I have said all along that by working together, we can do anything, and we have proved that we can.

In December, MUNI will celebrate its 75th Anniversary. We are fortunate to be a part of San Francisco's transit history at a time when technological and information systems are advancing so fast. As we look at our roots—the cable car system, MUNI's historic streetcars—that were among the first vehicles to carry MUNI passengers, and contrast them to the LRVs and articulated diesels, we see that although the vehicles may change, the need remains as great as it did three quarters of a century ago to provide reliable public transportation services to the people of San Francisco.

It is fitting that during this 75th Anniversary year, MUNI—the oldest publicly owned transit system in the United States—should be host to both the American Public Transit Association's National Convention and Exposition and the Conference of Minority Transportation Professional's National Convention, at the end of September. We and the whole Bay Area know just how great MUNI is, and this will be an opportunity to show off to other transit professionals from around the country that it is the people behind MUNI who make it such an enviable system.

Let's make sure during both these conventions that our vehicles are clean, our schedules are met, and that all personnel who deal with the public, from drivers to station agents to telephone operators, make that extra special effort to welcome our guests and make sure they feel at home in San Francisco with MUNI.

Thanks to all of you for an outstanding productive Fiscal Year 1986-87. With everyone continuing to work together to maintain the high standards we have attained and move on to further improvements, it will be an even better year in FY 1987-88.

Paul A. Toliver
Deputy General Manager of Transportation

EDITOR'S BOX

Dear Reader:

This issue of the *MUNI Memo* combines the months of July and August. In September, we will return to our regular monthly format.

Have a great summer and thanks for all your feedback!

Sincerely,
Anne Milner
Editor

MUNI CLASSES

The Business Women's Training Institute is offering a one-day seminar entitled "How to Be a Better Secretary." The seminar will be held on July 14 at the Hyatt Regency Hotel in San Francisco, on July 15 at the Claremont Hotel in Oakland, and on July 16 at the Le Baron Hotel in San Jose. The tuition is $44 per person.

Seminar topics include "How to Write Better Letters and Reports," "How to Meet Deadlines," "Mastering the Power of the Automated Office," "How to Keep from Being Interrupted," "How to Handle Routine Paperwork Fast," "How to Develop a Successful Partnership with Your Boss," and "How to Eliminate Harmful, Time-Robbing Stress."

The Business Women's Training Institute also offers one-day seminars on "Communication and Image Skills for Today's Business Woman," "Stress Management for the Working Woman," "Executive Skills for Women," and "Leadership Skills for Women."

If you would like to attend the upcoming seminar or would like more information on the Institute's other programs, call 800-423-6540 or 913-451-2902.

Employee Notice

The Annual Safe Driver Awards Banquet will be held this year on Saturday, August 15. We will be honoring 140 operators who have driving records of 15 years or more without an avoidable accident.

Tickets for the event, including dinner and dancing, cost $30 per person. There are a limited number of tickets available. If you wish to attend, call George Newkirk at 923-6126 to reserve your tickets. You must pay for your tickets by August 10.

Don't miss this important party!

JOB FILE

9116 Senior Fare Collections Receiver

An announcement for this position will be coming out sometime during the months of July or August. Personnel qualifying for the entrance level or for promotion to this position from 9110 Fare Collections Receiver are invited to apply. For information, call Civil Service at 558-3713.

For up-to-date information on all Civil Service positions, call the Civil Service Hotline at 558-4496 after 4:00 p.m. on Thursdays and Fridays.

Photo: Josh Rotsten

June Facilities Maintenance Worker of the Month Charles C. Stellini of Cable Machinery.

Photo: Josh Rotsten

System-wide MUNI Operator of the Month for May José Meza of Kirkland Division.

Photo: Carmen Magana

June Equipment Maintenance Worker of the Month Patrick Ho of Presidio Division.

Photo: Carmen Magana

MUNI's most recent Operator Graduating Class. Congratulations!

Come To Festival Latino

In August, MUNI will be helping to sponsor Festival Latino, an arts festival featuring Latin music and theater at various locations throughout the Bay Area.

The following is a partial schedule of events:

August 7: SF Davies Symphony Hall—Concert by Pablo Milanes of Cuba and Lucesita Benitez of Puerto Rico
August 20-23: Paramount Theatre, Oakland—La Cuadra de Sevilla, Flamenco theatre from Spain, performing *The Baccantes*, a play by Euripides.
August 19-23: Herbst Theater—Teatro Rajatablas de Argentina performing *The Testament of a Dog*.
August 26-30: McKenna Theater, SF State—Norma Aleandro, 1986 Best Actress at the Cannes Film Festival performing in Peruvian playwright Mario Vargas Llosa's *The Young Lady from Tacna*.

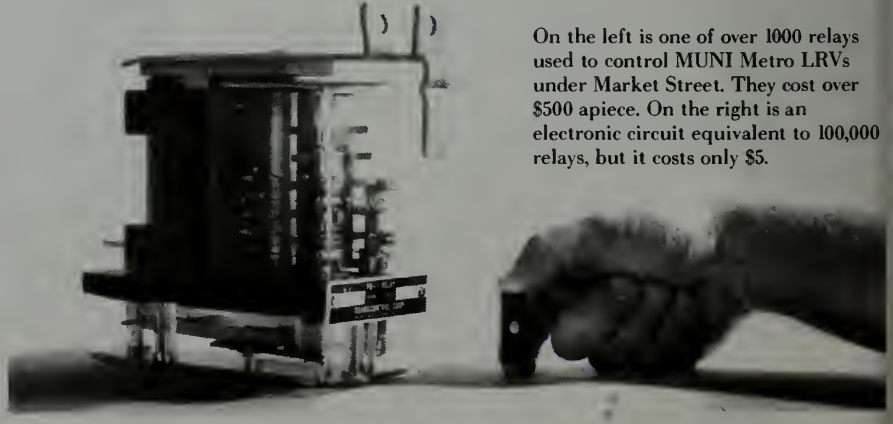
Most tickets will be $17.50, but special group rates for tickets of 10 or more are available for MUNI employees. Call 648-ARTS for information.

MUNI Considering Electronic Train Control System

Relays like the one shown below have been used in the United States for over 100 years to control train movements safely. Tom Sullivan, our new Systems Engineer, is one of a growing number of signal experts who believe that these relays days are numbered, particularly at MUNI.

"Its easy to understand why," says Sullivan, who has the support of General Manager William Stead and other senior operations managers. "With relays, it's prohibitively expensive to obtain the control and flexibility necessary for a truly high performance system. Electronic Train Control systems have been around for years in Europe, but they're often resisted in the conservative U.S. Railroad industry, even today."

According to Sullivan, MUNI intends to avoid problems that plagued the BART's electronic train control system by specifying a system for MUNI that is already proven safe and reliable. For example, he points out that MUNI is currently talking with officials in Vancouver whose Sky Train was the hit of last summer's Expo. "A system similar to Vancouver's looks like a good way for MUNI to increase capacity and reduce costs," concludes Sullivan.



On the left is one of over 1000 relays used to control MUNI Metro LRVs under Market Street. They cost over $500 apiece. On the right is an electronic circuit equivalent to 100,000 relays, but it costs only $5.

Photo: Carmen Magana

Cable Car Conductor Dwayne Price who retired June 30 after 30 years with MUNI poses with Mr. and Mrs. Richard Bass of Daytona Beach, Florida on June 4, Cable Car Free Day. Mr. and Mrs. Bass gave Price one of the many pins from all over the world adorning his uniform on their last trip to SF four years ago. Cable Car Free Day, sponsored by the Mandarin Oriental Hotel, allowed passengers free rides all day on the California line.

Last But Not Least—Congrats June Gold Award Winners!

The following individuals received MUNI Gold Awards in June.

PUC DISTRIBUTION: Luis Balunsat

PUC REPRODUCTION: Andres Colon, Alan Winkle, Robert Hunt, Gorgonia Matawaran, Nelson Ramos Jr.,

Keep up the good work!

MUNI Pass Schedule

Effective July 1, 1987, MUNI employee passes will be issued in the mornings and by appointment only. Employees and/or their dependents must call the Personnel Office, 558-5321, for an appointment. Appointments will be scheduled on the following days between 9:00 a.m. and 12 noon.

Monday — Employees
Wednesday — Employees
Thursday— Dependents
Friday — Dependents

This schedule corresponds to the one used by the Photo Lab at 949 Presidio and will save time in processing your pass.

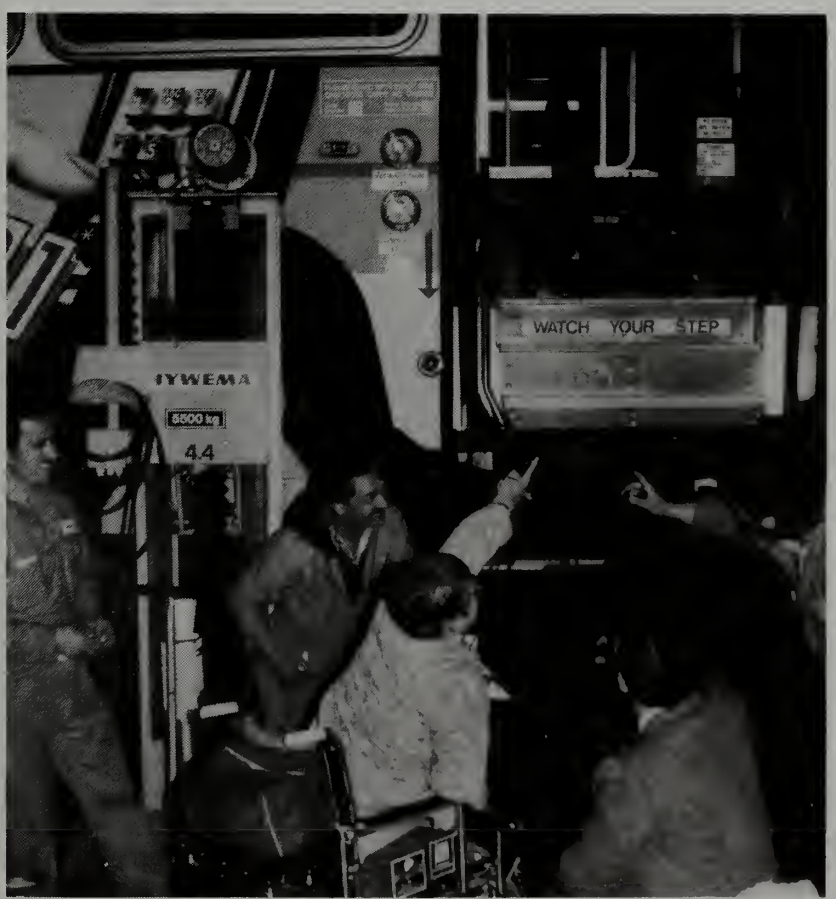


Photo: Josh Rotsten

Mechanics at Army Division show Thea Lengtat, a member of MUNI's Elderly and Handicapped Advisory Committee, how the wheelchair lift works on an articulated diesel.

AMAZING MUNI FACTS

Did you know that:

- MUNI radios and telephones are very busy?
- Radio calls to Central Control during May 1987—37,137
- Telephone calls to Central Control during May 1987—8,773
- Telephone calls to our Presidio Information Center during May 1987—116,319. The high day was May 22 with 10,329 calls.

UNSUNG HERO:

Art Curtis

The man who handles MUNI's Special Events, Charters, and Reroutes, and who managed to turn the Bridge Walk from a transit fiasco into a miracle given all the factors involved is Unsung Hero Art Curtis, Deputy General Superintendent of Surface Transportation.

BACKGROUND: Curtis was born and raised in San Francisco. He describes himself as 100% Irish and third generation native San Franciscan. He was born at St. Mary's Hospital "right on the old 21 streetcar line," which may account for why he has been a rail fan for his whole life. Curtis says that the first time he saw a streetcar, he always wanted to drive one, and that's what he ended up doing at MUNI. Curtis is one of four children. He says he has "three thankfully younger sisters." His mother was a teacher at the Old Commerce High School, now the Board of Education on Van Ness Avenue, and his father was in sales for Tidewater Associated Oil.

Photo: Bill Owyang

Art Curtis

EDUCATION: Curtis attended Star of the Sea and St. Cecilia's Elementary Schools. He graduated

Continued on page 7

And The Winner Is...!

Carl Payne rang his way to victory and the $1000 prize on July 17 in the 24th Annual Cable Car Bell Ringing Finals held in Union Square. It was the 8th time that Payne had won the contest.

Second and Third Place runners-up were Tom O'Brien and Al Davidson respectively whose talents made the choice a difficult one for the judges. Coming in fourth was Al Quintana, last year's winner.

Congratulations, bell ringers, every last one of you!

Photo: Josh Rolsten

Carl Payne celebrates his victory with his fiancée Pat Joven (left) and his daughter Cherisse (right).

RIDERS SPEAK

Gentlemen:

A belated "Thanks" for a job well done during the Golden Gate Bridge Celebration.

Our group of 12 from Redwood City were impressed with accommodations your system provided. In addition, all the drivers we came into contact with were extremely courteous—and some of the conditions were other than pleasant. Your drivers were helpful in getting us to our destinations.

Thank you again.

Sincerely,
Marguerite Price

UNSUNG HERO

Continued on page 6

from Riordan High School and then went on to become a brother with the Brothers of Mary. He tried that for nine months and then dropped out. He went to San Francisco State and subsequently obtained his Associate in Arts degree from City College.

MILITARY: Curtis has been in the Coast Guard Reserve for 27 years. His first six months with the Coast Guard were in active duty, and for the first 20 years he was on the enlisted side. He then made it to the rank of Master Chief Petty Officer (E-9). In 1980, he was commissioned as Lieutenant J.G. in the Reserve and is now a Lieutenant. He is presently Commanding Officer of the Coast Guard Reserve Unit at Station Fort Point, and spends most of his time outside of MUNI attending to Coast Guard duties.

CAREER: On August 15, Curtis will have been with MUNI for 26 years. He started out in 1961 as a motorman on all five of the streetcar lines. For four-and-a-half years he was an operator rotating among cable car, streetcar, trolley, and diesel. Says Curtis, "I made it a point to keep moving to all the modes so that I could be a better inspector once I made inspector. I'd recommend that, by the way, for any operators who want to advance within MUNI. Don't stick to just one mode."

In February 1966, Curtis was promoted to Night Transit Dispatcher, working at Ocean, Geneva, Potrero, and Cable Car. In January 1968, he became Transit Service Inspector. Says Curtis," A lot of the old timers will probably remember me working at Van Ness and Market during the entire construction of BART. During that time, the average number of streetcars I had to turn around daily was 75. I was there from 1968 until July 1973. That was a very challenging corner, to say the least, in those days."

In July 1973, Curtis became Transit Control Assistant Chief Inspector, placing first on the examination list. In 1975 he became Acting Chief Inspector replacing Frank Bauer who was serving as Acting Assistant Transportation Superintendent. In 1979 he was promoted to Division Superintendent and ironically, in Curtis's words, "for a guy who was always rail oriented, I was assigned to Woods Division. In all honesty, that just wasn't the job for me. The street side of operations is where my heart is and I relinquished that position and went back to being Transit Control Assistant Chief Inspector."

In May 1981, Curtis became Chief Inspector, and during the Sklar reorganization became a Transit Manager II, group manager of what was then known as the Orange Group.

In September 1984, when Frank Bauer retired, Curtis became Deputy Field Operations Manager, a position he has held ever since except for a short period during 1985 when he was Acting Field Operations Manager.

AWARDS: 1983—Mayoral Award of Merit for MUNI reroutes during Queen Elizabeth's visit to San Francisco. 1986—PUC Award of Merit for the MUNI Overhead Reconstruction Project.

MARITAL STATUS: Single

INTERESTS: When asked what he does outside of MUNI, Curtis laughed, "You mean there is an outside?" In addition to his Coast Guard duties, he is Reserve Officer of the Association of U.S. Coast Guard, Vice President of the Sea Service for the Department of California Section of the Coast Guard, and editor of the local chapter's newsletter, *The Ward Room*. As a rail fan, he is also a member of the Bay Area Electric Railroad Association and the Orange Empire Railway Museum in Southern California. He is also an opera buff and has season tickets each year.

HOW HE RATES MUNI: "I was here for 18 years and everything stayed pretty much the same until the series of reorganizations that began in 1980. I think the present restructuring under Mr. Stead is bringing us back to the traditional way of running a railroad. It's better this way. We're here to provide service. Let's get down to business and do the job."

TRANSITIONS

As part of the restructuring of the Equipment Maintenance and Facilities Maintenance Departments, the following people have been assigned to new posts. These reassignments pertain to Equipment Maintenance only. Please see the September issue for changes relating to Facilities or Engineering.

Nick Zaboukos has been assigned to run cable car vehicle maintenance. He has been replaced as Presidio Day Shift Supervisor by *John Ellingsen*. Ellingsen's previous job as Presidio Swing Shift Supervisor remains vacant.

Richard Dale, who previously managed cable car vehicle maintenance and the Carpentry and Special Machine Shops, has been appointed to manage a newly created Technical Support section for the new Electrical Equipment Group, under Superintendent Jonathan Miller.

George Ott, formerly manager of the Equipment Training Section, has been appointed to manage a new Technical Support Section for the Automotive Group, overseeing the Woods Body and Carpentry Shops.

The Special Machine Shop has been assigned to *Olden Williams.*

Richard Rogers, formerly General Superintendent of the Metro Group, has been appointed to manage the Potrero Shop.

Robert Olson, formerly manager of Potrero Shop, has been made Manager of the Equipment Training Section.

Special Note

The MUNI family would like to wish former general manager Bill Scott a very Happy 100th Birthday in August.

There have been nine general managers in the 75 year history of MUNI; Bill Scott was number 3.

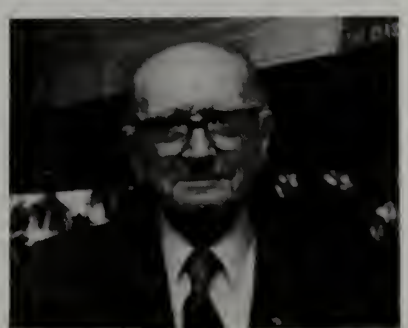


Photo: Josh Rotsten

Discount ID Cards: Behind the Scenes

MUNI employees sometimes wonder who issues the discount cards used by our elderly and handicapped passengers. Actually, two different city departments perform this task. MUNI's ID office, located in room 110 at 949 Presidio Avenue (phone 923-6070) issues Regional Transit Connection Discount Cards for persons with disabilities. Since 1979, Dorothy Jaymes has supervised the office. She is assisted by staff which include "light duty" operators on special assignment. Jaymes points out that this provides MUNI drivers with valuable orientation to the needs of the handicapped community—knowledge which is put to use when they return to their regular duties.

Photo: Josh Rotsten

Dorothy Jaymes and MUNI "light duty" operator James Chan issue an ID card to a disabled person.

MUNI's Senior Citizen Identification Card is issued by the Office of Senior Information, Referral, and Health Promotion of the city Public Health Department, located at 1182 Market Street (phone 626-1033). Terry Dowling directs this office, which assists seniors with the latest information on housing, senior services, and other needs, as well as issuing the MUNI senior ID card.

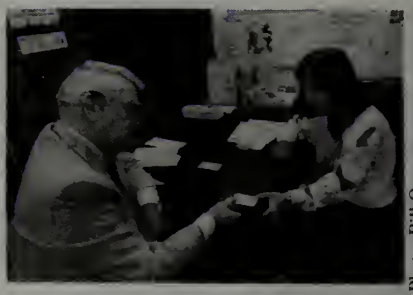


Photo: Bill Owyang

Kim Truong of the Health Department's Senior Information Office issues a MUNI ID to a senior citizen.

Tom Rickert, Manager of MUNI's Elderly and Handicapped Programs, feels that both ID offices provide fast personal service to their patrons. "These people care about what they are doing, and this shows up in the positive comments we hear from seniors and handicapped persons," he notes.

MUNI's Answerers

Continued from page 1

Given the fact that the Telephone Information Room has been operating at a disadvantage for quite some time with an antiquated telephone system, the clerks deserve the highest praise. They are on the front lines during special events such as the Bridge Walk or the SF Marathon or during the back to school period when callers besiege telephone lines.

Who are the people who manage to soothe ruffled feathers and give out transit information at the same time? Alan Anisgard, Shawne Bowen, Oscar Dealtonaga, Clay Durham, Louis Fort, Rebecca Ibay, Jeannette Johnson-Lee, Curtis Jones, Ruth Kaasa, Elizabeth Kennard, Meliton Martinez, Joseph Morales, Larry Nichols, Larry Trail, Johnnie Tsui, Don Walsh, and Greg Williams, and Supervisors Jerry Wong, Al Tucker Jr., and Tom Foutch, who just resigned.

This fall, thanks to the initiative of Community Affairs Director Jaimie Levin and a $360,000 grant he has obtained from the federal government, things will get easier in the Telephone Information Center and considerably more pleasant. That money will be used to install a modern $91,000 Solid State telephone system that will answer callers through recordings much faster giving them a variety of information before they actually speak to a clerk. That will make it easier for the clerks because they will have fewer upset people to deal with, and callers will already be prepared to ask specific questions. The system will be computerized for giving out schedules, stops, Fast Pass outlets, and in the future, may be programmed to include route planning for passengers. In addition the Telephone Center will be completely renovated from top to bottom including new work stations, new carpet and lighting, and new window coverings.

That may not keep the crazy calls from coming in, but then again, according to Supervisor Jerry Wong, those calls spice up the day a bit. Wong remembers a recent caller who was concerned about getting "our earthly buses back on schedule." It seems the caller, who identified herself as "Cosmic Lady," felt that MUNI was somehow out of tune with the cosmos. Wong assured her that he had a direct line to the Man Upstairs, and that once He knew about the problem, He would do everything in His power to get the earthly buses back on schedule.

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THE MUNI MEMO

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Of the people, by the people, for the people of the San Francisco M

Muni in the Middle

During the National Convention and International Trade Show of the American Public Transit Association (APTA), scheduled to be held in San Francisco at the end of September, disabled activists from all over the country may arrive here to protest the fact that APTA took the lead in overturning a federal policy requiring that all new buses have wheelchair lifts.

Photo: Josh Rotsten

Members of Muni's Elderly & Handicapped Advisory Committee are shown with Muni operators, maintenance staff, and a lift-van operator. In San Francisco, Muni and the disabled community are a partnership.

According to Tom Rickert, Manager of Muni's Elderly and Handicapped Programs, if protesters do arrive in San Francisco, Muni could be caught in the middle, since visiting demonstrators may attempt to block Muni vehicles, just as they have blocked other transit vehicles at other APTA conventions in recent years.

If disabled visitors block Muni vehicles, they will be out of step with the local disabled community, which long ago successfully obtained Muni's commitment to expand accessible Muni service, and to supplement this service with door-to-door van and taxi services for those unable to use Muni. Muni's Elderly and Handicapped Advisory Committee, the San Francisco Paratransit Coordinating Council, and the Bay Area's "September Alliance for Accessible Transportation" (formed to protest APTA's policy) all oppose any protests against Muni. San Francisco's Independent Living Resource Center, which sponsors the Lift Operator of the Month Award at Muni, puts it clearly in their latest bulletin, stating that local disabled persons "will conduct an aggressive media campaign on the issue of accessible transit, with panels, debates, and events such as rallies and picketing. These are not aimed at Muni, since Muni has a policy of fully accessible transportation."

Despite the efforts of the local disabled community to separate protests at the APTA convention from Muni, some out-of-towners may not get the point, and Muni drivers should be aware that there is the possibility of protest. According to Rickert, "The APTA convention is going to be a real test of our patience should protests occur. But our base of support in our own community is what counts. We're providing over 50,000 trips a year for wheelchair users on Muni coaches and Metro, and more than 30,000 trips a year with door-to-door lift vans. That doesn't even consider the 400,000 other paratransit trips for other disabled persons. Our disabled ridership figures are higher than other cities', and our figures are going to get even better as we get a 100% lift-equipped motor- and trolley-coach fleet, and we build more handicapped platforms at key surface stops on the Metro."

Continued on page 8

MANAGEMENT MESSAGE

I am very honored and excited by my recent appointment as Deputy General Manager for Administration. In my previous role as Administrative Services Manager of the Maintenance Division, I was very aware of the importance of the support provided by the various administrative groups that have now been pulled together into the new Administration Division (resource management, operations planning, community affairs, elderly and handicapped service, system safety, and hazardous materials management). It is my hope that the consolidation of these groups will allow them to provide even greater support than they have before.

The creation of this new division is a very positive statement from the General Manager. One the one hand, it reflects a confidence in the individual managers of the division and their ability to function with less personal direction from the GM. On the other, it shows a willingness on the part of both the GM and the PUC Commissioners to devote additional resources to these critical staff functions.

The line divisions have always known what they need to do in the long-run to be effective. However, by nature, they must focus their attention on the day-to-day activities of the Muni: Transportation must worry about making sure that operators are available and trained and that routes and service are effectively scheduled, and Maintenance must ensure that vehicles are available. The new Administration Division can support them by taking the line divisions' visions for the long-run and helping to develop strategies
for achieving them.

Jo Ivester
Deputy General Manager for Administration

EDITOR'S BOX

Dear Reader:

It has been brought to our attention that the June *Muni Memo's* Letter from the General Manager, which sent a special thanks to all Muni employees who helped out during the Bridge Walk, failed to mention the Division Dispatchers who were instrumental in seeing that vehicles and operators went to the correct locations. We would like to thank the Division Dispatchers for the superb job they did on Bridge Walk Day, and also extend our appreciation to any other members of the Muni team whose efforts we may have overlooked.

Sincerely,
Anne Milner
Editor

CLASSES

Golden Gate University is offering a course on Transit Operations Management as part of its ten-course Certificate Program in Transit Management. The Transit Operations Management course will give you a working knowledge of the following topics: Objectives of Transit Managers in the Public and Private Sectors; Monitoring Transit Operations and Measuring System Performance; Responding to the Needs of Specific User Groups; Relations with Private Groups, Public Agencies, Governing Bodies and the Media; Working with Citizens Advisory Committees; and Managing Within Budgetary Constraints.

The course, taught by General Manager William Stead, will meet Fridays from 5:30 to 8:10 pm at 536 Mission Street, from September 12th through December 18th. The tuition is $351. To register, call Robin Lake at (415) 442-7209 by September 1st.

LETTER TO THE EDITOR

A letter printed in the March *Muni Memo* stated that operators must wait two weeks for a pay adjustment if their dispatchers or Payroll makes an error in reporting pay. That blanket statement is incorrect and unfair to the timekeepers and Payroll staff who work very hard to pay our employees correctly. Furthermore, I would suggest that you contact the PUC Service Bureaus to verify the validity of any complaints before printing similar letters. This is a commonly accepted editorial practice in many publications.

The statement is correct only if the adjustment involves overtime, because the Controller will not prepare manual checks for overtime adjustments. All such adjustments must be done in a subsequent pay period, and are posted by PUC Payroll upon receipt of a valid Payroll Correction Request (PCR) from the employee's supervisor.

The Controller will usually issue a manual adjustment check if the amount is equivalent to one or more days regular pay. PPSD pays about 25,000 employees each payday, and issues nearly 1,000 manual adjustment checks each pay period.

Continued on page 8

JOB FILE

Civil Service reports that there are no positions opening up for Muni in September. Look in subsequent issues for announcements about promotional and entry-level positions. In the meantime, you may call the Civil Service Hotline at 558-4496 on Thursdays and Fridays after 4 pm for the most up-to-date information on all City positions.

Photo: Carmen Magana

June Muni Operator of the Month—Moses Taylor of Presidio Division

Photo: Carmen Magana

July Muni Operator of the Month—Howard Spriggs of Metro Division

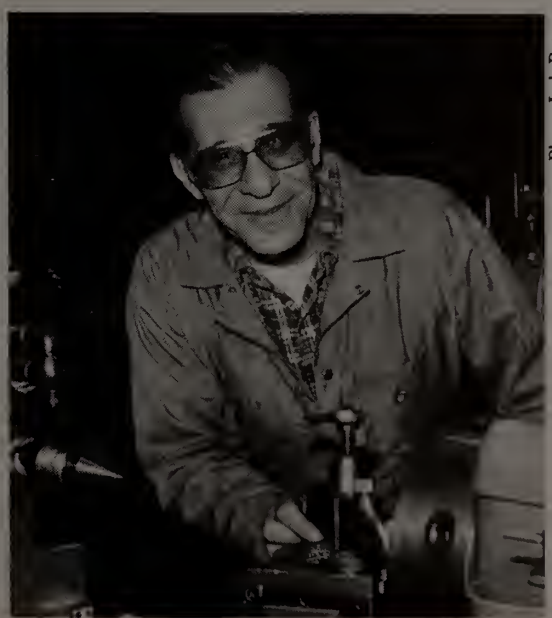

Photo: Josh Rotsten

July Equipment Maintenance Worker of the Month—Ernest Garibaldi of Woods Division

Photo: Bill Owyang

Congratulations to Muni's recently graduated operator training class. Welcome aboard!

A Bit of History

On September 1, Muni will celebrate 70 years of motor coach transit service in San Francisco. On that day in 1917, Muni began operations with rented buses to provide temporary service to passengers who were without streetcar service because of a United Railroads workers' strike. (United Railroads became the Market Street Railway in 1921, and that company's assets were acquired by the City in 1944.)

After a few days, a permanent route was established from 10th Avenue & Fulton, at the end of Muni's "A" streetcar line, through Golden Gate Park to 9th Avenue & Judah, and then out to 48th Avenue & Kirkham. This route came to be called the No. 1 Park line.

In January 1918, Muni obtained its own fleet of motor coaches. These were five 19-seat coaches purchased from the White Motor Co., with White chassis and J.G. Brill Co. bodies. They were operated out of the Geary Carhouse, today's Presidio Division.

Muni now operates the 13th largest diesel bus transit fleet in the United States. Our 543 diesel buses operate 15.3 million miles a year, and provide 1.45 million hours of service on 54 lines.

Poster Contest Continues!

Congratulations to Ernest Yau, whose artistic talents won him First Place in Muni's "Design the 4th of July Poster" contest. Yau's poster was displayed on Muni vehicles during Fourth of July week, and he won a $50 U.S. Savings Bond for his efforts.

Now, Muni is expanding the contest to other holidays. Any and all Muni artists are invited to submit designs for Halloween, Thanksgiving, and the year-end Holiday Season.

Artwork for the posters must be in black and two other colors. Designs using more than these specified colors will be disqualified. Artwork should be designed to fit an 11"×17" bus poster. The words "Halloween," "Thanksgiving," or "Season's Greetings" should be incorporated into the design for the holiday involved.

Deadlines for submittal of art work are Monday, September 21, for Halloween; Tuesday, October 13, for Thanksgiving; and Monday, November 9, for the Holiday Season. Artwork should be submitted to Nicolas Finck of the Community Affairs Department, at Room 222, 949 Presidio Avenue. The winner of each holiday design will have his or her poster displayed on Muni vehicles, and receive a $50 savings bond. For more information, call Nicolas Finck at 923-6162.

Photo: Carmen Magana

Ernest Yau's Fourth of July poster design was seen all over San Francisco on Muni vehicles. Who will be the winner of the Halloween, Thanksgiving, and Holiday Season poster contests?

Congratulations, 1987 Muni Roadeo Winners!

FIRST PLACE
Rafael Cabrera 2337 points
SECOND PLACE
Ron Haren 2298 points
THIRD PLACE
Manuel Caceres 2283 points
FOURTH PLACE
Chi Ham 2226 points
FIFTH PLACE
Frank Ware 2224 points
SIXTH PLACE
Ron Arvin 2185 points

The top woman contestant was Lucila Aburto with 2025 points.

A special congratulations goes to maintenance personnel, who participated in their own category: First Place, Martin Ramos with 2292 points; Second Place, John Estebez Jr. with 2229; Third Place, Haley Smith with 1955; Fourth Place, Nelson Wong with 1711; and Fifth Place, Jorge Torres with 1506.

Good luck to Rafael Cabrera who will be competing in the APTA National Roadeo at AC Transit in September!

Photo: Josh Rotsten

Top Roadeo Winners: First Place—Rafael Cabrera (kneeling); Second Place—Ron Haren (left); and Third Place—Manuel Caceres (right).

Photo: Josh Rotsten

Roadeo Maintenance Winners: First Place—Martin Ramos (right) and Second Place—John Estebez Jr. (left)

"Fix-It" Phone Numbers

Ever get frustrated by a pothole, a missing sign, or a flooded sewer basin along a Muni route? These problems often persist only because they are not brought to the attention of the city agency responsible for fixing them. A list of common problems and the phone number to call to correct the problem is provided below.

Abandoned Cars (SFPD)	553-0123
Parking Enforcement (SFPD)	553-1631
Potholes (DPW)	695-2102
Sewer Repair (DPW)	558-3271
Signs—Missing or Damaged Traffic Signs (DPW)	558-2096
Signals—Out of Order Traffic Lights (Dept. of Electricity)	821-5589
Street Lights (Bureau of Light, Heat, and Power)	550-6507 (days) 981-3132 (nights)

Absenteeism

Recent Regional Transit Association data shows that Muni's weekday attendance for full-time operators ranks third best of the seven local transit agencies surveyed.

The most recent figures were:

Transit Agency	Absenteeism *Full-time*	*Part-Time*
SamTrans	6.6%	0.0%
Golden Gate Transit	11.1%	10.5%
Muni	11.4%	13.3%
BART	13.1%	—
Santa Clara County Transit	14.1%	10.6%
AC Transit	19.2%	26.0%
County Connection (Contra Costa)	24.2%	5.0%

These figures were computed by tallying absences in the following categories: sick, industrial, miss-outs, late, personal leave, union business, suspensions, special duty, training, and claims. Good job, Muni, and getting better!

muni

Photo: Carmen Magana

Investigator of the Quarter Earl Allen with his wife Wanda, son Darren, and daughter Robyn. Not shown is Earl's other daughter, Dana.

Jo Ivester Is Muni's Deputy General Manager for Administration

Muni General Manager William Stead expressed pleasure and pride in appointing Jo Ann Ivester as Muni's Deputy General Manager for Administration. It had taken four years of considerable effort to obtain approval for this position, which is necessary so that Muni can be successful in its highly bureaucratic environment. Jo was appointed on August 7th after a rigorous non-Civil Service recruitment and selection process. Several highly qualified individuals had been interviewed for the position by a panel of non-Muni PUC bureau and other City department chiefs.

Jo comes to us very qualified. She has been with the PUC and Muni for six years, starting in 1981 with the Finance Bureau, where she worked on Muni-related projects. She later moved to Muni's Maintenance Division, where she served as Administrative Services Manager. Prior to joining Muni, Jo worked for Multisystems, a Boston-based transit consulting firm. In addition to this work experience, Jo has an impressive academic background. She graduated from the Massachusetts Institute of Technology with a Bachelor of Science degree in Civil Engineering and Urban Planning. She later received a Master of Business Administration degree from the Stanford Graduate School of Business.

We welcome Jo to her new role, knowing that she will make a substantial contribution to the smooth operation of Muni.

Low Interest Rates!

As part of the Muni Shopmen's Credit Union 30th Anniversary celebration, they have lowered their interest rates to only 10% on new vehicles. They will finance 95% of the price of a new vehicle, including tax, license, and warranty. All interest rates are reduced! Membership is only $26. For further information, please contact their office at 585-8830.

RIDERS SPEAK

To whom it may concern:

This letter is in regard to Sunday, May 24, 1987, Bridgewalk Sunday. Believe it or not this letter is to thank you for giving us one of our better memories for that day. Our day started in Redwood City, waiting for a train that we found out would not be stopping. We then drove to the SP depot in the City to catch one of your shuttles to the bridge.

Waiting was a little hard on our two children, but they hung in there. With the exception of a few bus drivers that opened up their doors in the middle of the line allowing people who had not been patiently waiting for buses, it did not take too long to get on a bus.

After making it to the bridge and getting far enough out for our kids to look over the side, we returned to Crissy Field to catch a bus. Well, there were no buses, at first, or they were only dropping people off or going the wrong way. When a shuttle bus from the train depot showed up and dropped off passengers, we asked the bus driver which bus would get us back to the train depot. Well, this poor woman had been up since well before any of us and was on her way back to the bus garage and could have very easily enjoyed a peaceful ride back. Instead, she offered to give anybody a ride to the train depot who needed it. She probably gave most of us our first smile of the day.

When exiting the bus, somebody asked her her name... So my family and I would like to say a special thank-you to "Shirl the Pearl," as she called herself, for making our morning end on such a happy note.

Sincerely,
The Schoening Family

Editor's Note: Does anyone know who "Shirl the Pearl" is? We'd like to know!

To those concerned:

I would like to commend the driver of car No. 1225A tonight (June 16) for handling himself carefully and patiently under difficult circumstances.

Although there was someone on the train who harassed him constantly, he drove professionally and carefully, did not raise his voice, and continued to conduct himself with dignity.

Sincerely,
V. Austin

Editor's Note: Thanks to Operator J. Harris of Metro Division for his courtesy and professionalism.

UNSUNG HERO:

Tom Rickert

Tom Rickert, Manager of Muni's Elderly and Handicapped Programs, has been instrumental in seeing that accessible transit programs are carried out in keeping with Muni's commitment to San Francisco's disabled community.

Photo: Bill Owyang

Tom Rickert

BACKGROUND: Rickert was born in Yonkers, New York, and went to public schools there before going to the University of Rochester, where he graduated with a degree in English. He also has a degree from the San Francisco Theological Seminary in San Anselmo.

CAREER: Rickert came to his current job with some unique preparation. He speaks fluent Spanish, and worked for six years in Central America with the Latin America Mission agency, working on community relations and social action programs. His two children were born there. Then he spent seven years heading up the staff of SPEAK, a community coalition in San Francisco's Sunset-Parkside district. SPEAK formed alliances with other groups, such as the OMI Community Association and the Richmond Asian Caucus, to work together with the disabled community to make Muni more accessible to handicapped persons. Subsequently, after three years on the staff of the California League for the Handicapped, Tom came to Muni, first as a staff person for the Paratransit Coordinating Council, and then quickly becoming the person responsible for improvement in accessible fixed-route services as well.

Along with his boss, Tom Jordan, Rickert worked to expand door-to-door van and taxi services. At the same time, critical problems arose with the 25 lift-equipped Grumman buses Muni was attempting to operate. "We learned a lot about what not to do from our experience with the Grummans," Rickert notes. "In fact, much of our success with our current Flyer and M.A.N. lifts can be attributed to that experience."

AWARDS: Tom received a San Francisco Council of District Merchants Award in 1975 for his services to the community, and was presented with a Muni Gold Award this year.

MARITAL STATUS: Tom lives with his wife, Susan, and three step-children, a few blocks from West Portal Station.

INTERESTS: Tom and his wife are members of the San Francisco Friends Meeting (Quakers). Tom recently finished a two-year term as president of the United Nations Association of San Francisco, a volunteer job. He is involved in that organization because it stresses what he likes best about San Francisco: the diversity of its people and its many ethnic groups and life styles.

HOW HE RATES MUNI: "The job grows on me," Tom says. "I think Muni is a fine place to work, mainly because of the great team-work we have here. I ride hundreds of Muni vehicles every year and realize that Muni employees are doing a great job of serving wheelchair users and others who need some special efforts on our part. Another part of my job is to get involved with the disabled community. They are our customers, and we need to have close ongoing contact with this community if we are to serve them well."

Good Luck, Charlie!

Charlie Gill, Track Maintenance Superintendent for Ways and Structures, has retired after 23 years with the City and 16 years with Muni.

Gill worked for the Department of Public Works before coming to Muni in 1971. He worked his way up through the ranks, from laborer to superintendent. Among the many projects Gill contributed to during his career at Muni were the installation of switches in the Muni Metro subway, the Trolley Festival, the Market Street Project, the Eureka Project, and the cable car rehabilitation.

Gill says, "I'll miss all the people I've worked with over the years at Muni. After all, it's those people who made it all possible for me."

Gill says he's thinking about going to work for himself now that he's left Muni, but first he's going to relax a bit by taking a month-long trip to Georgia with his wife, Ann, to visit a daughter, one of their five children. We'll miss you, Charlie!

Photo: Bill Owyang

So Long, Charlie Gill!

Quick Relaxation Helps Drivers

Photo: Bill Owyang

Stress management consultant Douglas Heehim gives a quick relaxation session to an operator at the Ferry Terminal, while other drivers look on.

Stress management consultant Douglas Hechim reports that his three-month study on the effects of stress reduction on Muni drivers will begin in September. According to Hechim, twenty people have signed up for the weekly half-hour sessions, and of those twenty, seven will be chosen to participate in the study.

In the meantime, Hechim is volunteering his services for quick two-to-five-minute sessions for operators who have short layovers at the Ferry Terminal. He is giving some of the operators a quick massage of the hands, shoulders, and neck, from 3 pm to 6 pm each Friday.

Says Hechim, "I can't tell you how much good-will it has generated. We're like a mirage in the middle of the desert. The only thing is that we're real." Operators who have taken advantage of the short relaxation sessions have these kinds of responses: "It's great, I know when I feel better it also affects the people on the bus," "I feel like I just got up in the morning. Now I'm ready to tackle that next run," and "I felt 75% better after just two minutes."

Hechim says the sessions have nothing to do with testing drivers for stress. He says drivers know very well whether they are under stress or not. The sessions are designed specifically to relieve stress and to see what that does to a driver's job performance.

Continued from page 3

Letter...

Our experience is that it takes from two to five days for PPSD to prepare a manual check. All requests for adjustments must first be reported to Payroll on a PCR signed by the employee's supervisor. Payroll then forwards a separate adjustment form to the Controller.

The payroll system is complex, and I would welcome the opportunity to provide PUC employees with *accurate* information to any questions. The *Muni Memo* might provide an excellent forum for the discussion of payroll issues.

Jim Gerwitz
PUC Payroll

EDITOR'S RESPONSE: Thank you for clarifying the payroll process as it concerns overtime pay adjustments and any delays that might occur. Although the operator who wrote the letter appearing in the March *Muni Memo* did not specify overtime pay as his concern, the *Muni Memo* welcomes a discussion of such issues that potentially affect all employees.

Continued from page 1

Muni...

Rickert adds that thanks to a team effort on the part of Muni operators, maintenance workers, and advocates for the disabled, our disabled patrons have comments like these to offer about our accessible service:

- "The bus drivers seem very willing to help. It encourages me to be more independent when I know someone is willing to help."
- "The service is great. Lets me go places that would otherwise be inconvenient or difficult to get to."
- "My 6½-year-old son, who is in a wheelchair, is always asking, 'When are we going for a ride on the bus again?'"

Concludes Rickert, "With few exceptions, our operators are providing the kind of safe and reliable service that other cities only wish they had, and our maintenance staff has kept those wheelchair lifts humming. That's the way it ought to be."

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THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Congratulations, Safe Drivers

Since the September Muni Memo was already in production at the time of the August 15 Safe Drivers Banquet, we would like to say contratulations now to all the award winners who were honored at the banquet and celebration at the Meridien Hotel.

This year 126 operators received awards for having safe driving records of 15 years or more through 1986. Nick Gvozdich was the highest year winner with 32 safe-driving years to his credit. He was followed by James Chisholm and Ruben Moore with 29 years, Willie James and William Shelby with 26 years, and Ernest Frank, Harry Johannsen, Richard Milan, Price Phelps and Howard Spriggs with 25 years.

This was the first year that Safe Driver retirees were also honored at the banquet. Fourteen drivers retired this year with a total of 314 safe driving years under their belts. That's not small potatoes. Those drivers will be missed!

Supervisor Willie Kennedy, who was a key speaker at the event, summed up how hard it is being a Muni driver and just how much praise all drivers deserve, but especially those who manage to achieve such commendable driving records. Calling Muni operators the "Unsung Heros and Heroines" of San Francisco, Kennedy stated, "If

Continued on page 8

From Rags to Riches in Reproduction

Photo: Bill Owyang

The smiles on these faces show what a team Muni's Reproduction staff is. From left to right, Allan Winkle, Nelson Ramos, Jr., Andres Colon, Robert Hunt and Gina Matawaran

When you look at the PUC/Muni Reproduction Department today, you'd never guess that in 1974 it was little more than a shoestring operation.

At that time, Reproduction was under the jurisdiction of the Schedules Department since most of the work it did was the printing of scheduling materials. It was located in Room 204 at Presidio with just two printers and a clerk working on an old junky 1250 offset printing machine and a Davidson 700 Perfector copier. The present location of Muni's printing department on the mezzanine was relegated to storage. That was 13 years ago, but as of 1987, things have changed quite a bit.

Today's Reproduction Department occupies practically the whole Presidio mezzanine, and four printers and a clerk oversee the production of twelve million (yes, 12,000,000!) copies a year compared to 200,000 copies annually back in 1974. With a budget of $112,000 annually, not including employee salaries, the Reproduction Department now has

Continued on page 5

MANAGEMENT MESSAGE

As this is being written, Muni is preparing to play host to the 15,000 participants in the American Public Transit Association (APTA) convention. As this event nears and as Muni continues to celebrate its 75th anniversary, it is an appropriate time to reflect on Muni as an institution and the vital services the Railway provides to the residents and visitors to the City.

As official hosts to the convention, Muni will certainly put its best foot forward in providing excellent transportation services to the delegates and members. And as individual employees, we will also spend many hours providing information on our system and our particular areas of responsibility.

In previous contacts with engineering and construction managers from other properties, I have been struck with the similarities of purpose that those individuals share with our goals here at Muni. Providing engineering and and construction services to support safe, reliable, day-to-day operations, while at the same time maintaining a professional and supportive work environment are goals common to all of us.

Muni, I believe, can point with considerable pride to the quality and condition of both its rolling stock and facilities. This reflects the efforts of both maintenance and engineering personnel over the years. MRED, UEB, TIP, Equipment Engineering and Ways & Structures have all made significant contributions to the improvement of Muni. Other properties have succeeded in these areas, as well, the common thread being the individual employees who put high quality and dedicated effort into their day to day activities, be they engineering, technical support or management.

Having been personally associated with the engineering efforts of the City for almost 25 years, the last 10 of which have been with Muni, I look forward, as I am sure you do, to being able to show visitors our very impressive accomplishments.

Ed Pearson
Deputy General Manager
Engineering and Construction

muni

EDITOR'S BOX

Dear Reader:

I would like to extend my thanks to Bob Callwell in the Community Affairs Department for overseeing the production of the September *Muni Memo* while I was away on vacation for two weeks in August.

We are interested in resurrecting a column entitled "Feedback" which answers questions employees may have about any and all subjects at Muni. If you would like to have management answer a question that has been concerning you, please submit the question with your name and department to Feedback, *Muni Memo*, Community Affairs Department, Room 222, 949 Presidio Avenue. If you feel more comfortable asking your question anonymously, please indicate that you do not want your name printed along with the question. The column is designed to provide an open exchange between management and employees in much the same vein as the Employee Exchange Talks were established.

Sincerely,
Anne Milner
Editor

JOB FILE

9185 Deputy General Manager, Equipment Maintenance

An announcement will be coming out in late September for the permanent exam, which will be held later in the fall. Monthly salary $5530-6725. For information, call 558-3713. For up-to-date information on all Civil Service positions, call the Civil Service Hotline at 558-4496 after 4:00 p.m. on Thursdays and Fridays.

AMAZING MUNI FACTS

How many transfers does MUNI use in a year? According to Samantha Yruegas from Revenue, we will hand out 77,300,000 transfers in 1987. Yes—that reads 77 *million*!. That's 224,000 each weekday. That averages out to 42,356 transfers per year per operator. Potrero Division is highest with 17 million per year.

Photo: Carmen Magana

General Manager William Stead presents an Honor Award to Muni Operator of the Month Thomas Law of Woods Division

Employee Announcement

For a good overview of Muni, past, present, and future, see Elaine Cartwright's and Barbara Moy's two-part article in the Utilities Engineering Bureau newsletter, *On the Move*. "Muni: Yesterday, Today and Tomorrow" appears in the July/August issue. "Muni: Today and Tomorrow" appears in the September/October issue.

Photo: Carmen Magana

Equipment Maintenance Worker of the Month Chris Cresci of Geneva Division

PCC Down Under—Muni PCC #1014 was recently shipped to Australia as a representative of North American streetcar technology. The car was permanently loaned to the Sydney Tramway Museum which operates streetcars from all over the world on a scenic line through a park. The museum is run exclusively by volunteers.

Dealing with AIDS in the Workplace

A recent story in the Chicago Tribune told about one company and employee reaction to news that a staff member had AIDS.

Other employees first demanded that the affected worker be fired. But within a few days, the boss brought in an expert to talk about the disease. Gradually the workers became personally involved with the sick man. They helped with his work, and later helped with his shopping and household chores. When he died six months later, it was like a death in the family.

AIDS is a disease that can bring out the best or the worst in people working with someone who is infected.

Though the reality is that the AIDS virus is very hard to spread, fear of the disease brings it into the same class as the "plague" of a century ago.

In response, some companies have confronted the problem directly. Levi Strauss hands out AIDS information in the company's lobby. Pacific Bell Telephone provides a video tape that helps workers deal with the shock of watching a co-worker die. (The tape is available to other companies.)

Some experts say business should treat AIDS like other health education programs. But often companies find that information lectures are poorly attended.

One of the founding companies of the National Leadership Coalition of AIDS (based in Washington, D.C.) is Marshall Field & Company. One official of that group notes that any company which allows cigarettes to be sold on their premises should also allow machines to dispense condoms, which can save lives by protecting against AIDS.

And according to the U.S. Department of Health and Human Services, alcohol is more health threatening than drugs, cancer and AIDS. Twenty-three million Americans have disruptive drinking problems.

Free Fast Passes Awarded

Muni would like to say congratulations to the four winners of September Fast Passes at the San Francisco Urban Fair: Brendolyn Pitts, William Aspuria, David Szargot and Bernard Nebenzahl. All won free passes by participating in a drawing at the Fair.

The Fast Passes were donated by the Market Street Railway Company, a local non-profit organization which promotes Muni's Historic Trolley Festival.

Photo: Carmen Magana

Schedules Department Gold Award Winners pose with Angelo Figone at the Schedules Open House. (left to right) Dick Ow, Raul Roberts, Jerry Kerner; (center bottom) Angelo Figone

Who's Got the Button?

Cable Car gripmen and conductors are now part of a new campaign to welcome visitors to San Francisco.

As front line greeters to visitors who generally ride the cable cars as one of their first activities in San Francisco, cable car crews are wearing special buttons saying "Welcome to San Francisco." The buttons have been donated to Muni by none other than the Welcome to San Francisco Campaign.

Picnic Beats 49ers

The Equipment Maintenance Electric Division picnic was a great success on Sunday, September 13, despite poor weather and competition from the 49ers' first game of the season. About 200 people turned out to socialize, play volleyball and eat the delicious barbecued chicken, hamburgers and hot dogs.

A special thanks to Harry Jensen and Carol Wolther for their culinary skills and to both Harry and Rich Dale for organizing the outing!

Hello to Muni's New Mini!

On August 28, the Schedules and Data Services Department hosted an Open House to celebrate the successful start-up of its newly acquired VAX 8250 Mini Computer.

The $350,000 system, funded by Muni and the Urban Mass Transportation Administration (UMTA), will be used for all of Muni's computerized schedule functions. It allows schedulers to use the new system with a minimum of training.

The Mini Computer has allowed data services personnel to streamline three main areas of schedules: Run Cutting and Scheduling (RUCUS), Autotrip (which allows schedulers to modify current line schedules by changing running times, headways, trip patterns or individual trip times), and Data Collection.

The September 5 Sign-Up was processed completely on the new Mini Computer. Delegates to the APTA Convention viewed demonstrations of the new system by appointment during the convention at the end of September.

Continued from page 1

From rags to riches . . .

three presses (two of which are two-sided for printing books), a copier, a collator with stitcher, a drill press for hole punching, an automatic paper cutter, a "paddy wagon" (which glues stacks of paper together to make pads), a Kroy machine (which is like a typewriter that types letter originals), and a folding machine that can fold 5000 pieces in half an hour.

Who are the people who handle all this? Andres Colon is the head of Muni Reproduction and has been with Muni since 1974. Allan Winkle is his assistant, Gina Matawaran is the department's clerk, and Nelson Ramos, Jr. and Robert Hunt are both offset machine operators.

According to Colon, "When I began at Muni, the equipment we used was basically manual. Now everything is automatic. We have a total copy system that makes masters, runs them and prints them. In the old days, we had to make the plates, put them in the press and clear the press. Now all we do is handle the original." In spite of the automation, or perhaps because of it, Reproduction's job is still not easy, because the department's work load keeps increasing. Colon says, "Back in 1978, our primary work was for

Continued on page 7

Why Camins Came to Muni

Some interesting people work at Muni. Take Carlos Camins, for example. Camins, the most recent Outstanding Employee for Community Affairs, was a lawyer and newspaperman for 20 years in the Philippines before he and his wife decided to move to San Francisco to seek a less stressful life.

Camins says he wanted to call his life his own, and to live for himself instead of his clients and newspaper readers. Carlos is now doing just what he envisioned, running Muni's Lost and Found Offiee. Not many people would call eoming to work for Muni less stressful!

Photo: Carmen Magana

Carlos Camin

Ineidentally, when Carlos was a law student at the University of the Philippines, he was a classmate of the now-deposed president Ferdinand Mareos.

RIDERS SPEAK

Dear Muni,

Thanks to each and every one of you for the wonderful prize you sent me. Hoping for the continued sueeess of the Market Street Railway Company in promoting its historic and economie endeavor to the eommunity.

Very truly yours,
William Aspuria
(Winner of September Muni Fast Pass at the SF Urban Fair)

Dear *Muni Memo*,

On the evening of July 31st there was a three-alarm fire in the North Beach area necessitating the relocation of some 50 displaeed persons.

Once again the Muni came to our rescuc by providing a motor coach to run a shuttle between the fire site and the Cathedral Hill Hotel on Van Ness. I want to express our appreciation for the excellent cooperation of the Muni staff in helping Red Cross assist the fire vietims.

I was pleased the *San Francisco Progress* ineluded Muni in their report on the fire. We try to mention your cooperation whenever we talk to the media.

Again, thanks!

Sineerely,
Pete Ashen, Administrator
Emergency Services Dept., Red Cross

August 5, 1987

MUNI
949 Presidio Ave.
San Franeisco, CA 94122

Dear Sir,
People are always quick in criticizing others, yet compliments often go unmentioned. I am a native San Franciscan, and I would like to praise the MUNI drivers in our wonderful City.

I work in Fisherman's Wharf, and therefore I take the bus home every day. Eaeh day that I do so, I notice how helpful and friendly the drivers are to tourists visiting the City. They are patient and always prepared to give directions to people, and their attitude is that of pride. No wonder visitors come into my shop and compliment the friendliness of San Franeiscans.

My hat's off to you for a job continually well done.

Sincerely,
Barbara G. Habelt

UNSUNG HERO:

REPRO MAN—

Andres Colon

If anyone deserves the Unsung Hero accolade, it's Andres Colon, head of PUC/Muni Reproduction. Andres is responsible for the printing of literally thousands of PUC and Muni materials (among them the *Muni Memo*), and with each year his work load increases.

BACKGROUND: Andres is a native of Puerto Rico. His family left the island when he was seven years old to move to San Francisco. Andres is the oldest of eight children.

EDUCATION: Andres attended Daniel Webster Elementary School between Texas and Missouri on 20th Street on Potrero Hill. He then went on to attend Everett Junior High School and Galileo High School. He dropped out of high school in his junior year to help support his family when his Dad got laid off from the Greyhound Bus Company. He went back to finish high school at night at Mission High.

CAREER: The City of San Francisco has been the backdrop for Andres' career except for a brief stint at a local tannery before he started work for the Water Department as a junior clerk in 1966. From the Water Department he transferred to Hetch Hetchy and it was there that he began to learn the printing trade by relieving an offset printer every now and then. Discovering a talent for printing, he became a junior draftsman and came to Muni in 1974 when he was offered an offset printing job for the Transit Improvement Project. He became the head of Muni Reproduction in 1978.

INTERESTS: In his spare time, Andres enjoys playing softball and tennis and bowling.

HOW HE VIEWS MUNI: "Muni has changed from bad to much better since I've been here. Drivers and everyone are much more courteous. I have very good employees who have been with me for a long time. Without these employees and especially Allan Winkle who helped me set up the department, I wouldn't have gotten a lot done."

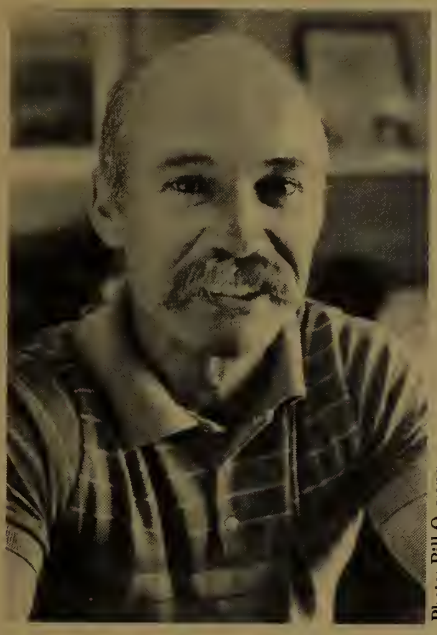

Photo: Bill Owyang

Repro Man, Andres Colon, Muni's Unsung Hero

Continued from page 5

From rags to riches . . .

Schedules and then we gradually started doing more and more Muni work. Now the majority of the work we do is for the Community Affairs Department and the rest of Muni; but we also print for the Water Department, Hetch Hetchy, UEB and all of the PUC. We even do printing jobs for the mayor now!"

In fact, it seems that Muni Reproduction has become like a private printing company. The Department is open five days a week from 8-5 and is closed for an hour from noon to 1 p.m. Colon says they have more work than they can handle with no let-up in sight. "I've been trying for the past three years to get an additional printer and a clerk to help with the increase, but my staff has remained the same for the past seven years in spite of the fact that our work has increased by at least 50 percent." Reproduction continues to do a remarkable job in spite of past monetary restraints and more expected in the future!

The fact that Colon's staff has

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TRANSITIONS

The *Muni Memo* would like to welcome these new employees to the Service Planning, Scheduling and Data Services Department.

Claire Zvanski, Senior Management Assistant came to Schedules on July 13 from the Community College District. She is a commissioner of the Health Services Board.

Diana Halterman, Secretary II, started work for Muni on August 10, coming to us from the Airports Commission.

And last but not least, welcome back to *Susan Stropes*, Transit Planner III, who returned to Service Planning from PUC Finance on September 8.

(Please send information about new employees, retirements, or promotions to the *Muni Memo*, Room 222, 949 Presidio Avenue.)

Photo: Bill Owyang

Jo Ivester, Muni's new Deputy General Manager of Administration, whose picture was left out of last month's story on her appointment. Congratulations once again, Jo.

Photo: Carmen Magana

Supervisor Willie Kennedy, Deputy General Manager Paul Toliver and the TWU's Ray Antonio give operators what they deserve at Safe Driver Banquet!

Photo: Carmen Magana

General Manager William Stead has a chuckle along with Mrs. Nick Gvozdich while presenting a gold and diamond pin to Nick Gvozdich for 32 years safe driving. Mac Collins, TWU Vice President looks on.

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From rags to riches . . .

remained consistent for so long is an indication of how well the department functions together as a team. "It's fun," says Colon, "and the most fun is all the different kinds of work we get to do. The work varies so much that we are doing something different every day."

To sum it up, Colon says, "Our biggest challenge is to do quality work, especially with color. Back in 1978, we only did black and white; now we can print two colors at a time. Trying to match colors and get good registration is tough, but we're committed to quality. When I first started, the quality wasn't here and nobody seemed to care. Now the whole of Muni is demanding quality and that's what we're giving them."

Continued from page 1

Congratulations . . .

there is one system for which we do not exhibit enough appreciation it is the Muni and its operators . . . Yes, I have a great deal of respect for Muni operators. They have to deal with members of the public . . . in all colors and levels of sanity. . . . When you think about it, Muni drivers get to see "us" at our worst each day. Drivers greet unhappy patrons who grumble, stumble and groan onto hundreds of busses each and every morning and . . . again at day's end after a hard day on the job . . . Drivers must deal directly with an unforgiving public . . . and yet they do a remarkable job. I sincerely believe that we have one of the finest municipal transportation systems in the U.S. We have great drivers who sincerely care about the safety and comfort of the passengers and citizens of this city. In many instances, a Muni driver may be the only human contact a tourist has with the government of SF and given the great reputation the Muni has in this country, it is fair to say that Muni drivers are ambassadors for the City and County of San Francisco."

These are just a few remarks from Supervisor Kennedy's outstanding speech, but lest we forget, the *Muni Memo* thought it would be worthwhile to reprint them here as a reminder that Muni drivers are the greatest!

CREDITS:

The MUNI Memo
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~~John C Frantz~~ Does
City Librarian (41)

THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

A Well-Kept Secret: Muni's Library

DOCUMENTS DEP
NOV 12 1987
PUBLIC LIBRARY

Hidden in the not-so-deep recesses of the Planning Department in Room 204 on the second floor of Presidio headquarters, Marc Hofstadter, Muni's librarian for the past four years maintains an impressive collection of transportation literature. The library, which grew out of assorted materials assembled by the Planning Department eight years ago, now boasts a collection of 3000 books and back issues of 50 magazines.

Although located in the Planning Department, the library is not only a Planning Department library as some people think. It is the Muni Library. It is here to provide information concerning transit and transportation to PUC and Muni managers, city employees and Muni staff including operators and maintenance personnel. The library is open daily from 9:00 to 1:00 p.m. and Marc is there to help people find the information they need or to point them in the right direction.

The library contains literature from state, local, national and foreign agencies on transit and transit related subjects. In addition to its 3000 volumes, the library has a vertical file

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Thanks to Our Sponsors

Photo: Carmen Magana

Sedora and Richard Blackburn (standing, in aprons) and Donnie Blackburn (seated, in wheelchair) of Blackburn's Pit Bar-B-Q show their support for the Woods Divisional ceremony with Woods Asst. Manager Lonnie Saulney (far left), Alice Cross, Woods Division Operator of the Month and Division Superintendent James Christian.

by Carolyn Dyson, Woods Assistant Division Supervisor

It's hard to believe, but just three short years ago, Muni's primary employee recognition program for its drivers was the Muni Operator of the Month Award. This program only applauded 12 people a year out of Muni's entire driving force of over 2,000. Today, thanks to the Division Operator of the month program instituted in March of 1985 and especially to the growing number of sponsors from the private sector, Muni is now recognizing 96 outstanding operators each year.

The Division Operator of the Month program grew out of Muni's commitment to expand incentive programs for employees who give their best (the Gold Awards, Maintenance Workers of the Month, and the Safe Driver Banquet are other recent innovations). The success of this program is due in large part to the spirit of teamwork at the division level among superintendents, division supervisors and union chairpersons and to the

Continued on page 8

MANAGEMENT MESSAGE

ANNUAL REPORT FOR FISCAL YEAR 1986/1987

MUNI performance for FY 86/87 was extremely strong; the performance indicator charts used to measure an extensive Management By Objectives (MBO) Program document record performance in most areas. There is no doubt that these accomplishments are the fruits of a decade of rebuilding the MUNI to the highest standards of the transit industry. MUNI improvements have accelerated considerably in the last two years. Key reasons include adequate staffing levels, new vehicles and facilities, a rigorous MBO system, improved information systems, and strong support from the Mayor, the Board of Supervisors, the Public Utilities Commission, TWU 250-A, and our other Unions.

A sampling of our more notable accomplishments over the last several years is tabulated in the chart insert. MUNI is very proud of these other achievements and is quick to acknowledge the contributions of the PUC Support Bureaus, other City Departments, the Metropolitan Transportation Commission, and the funding agencies of the State and Federal governments.

First and foremost, however, I wish to acknowledge and to thank the 3,500 MUNI employees whose work ethic and commitment to public service underpin our improvements over the last several years in general and during the last year in particular. You deserve to feel proud. MUNI is building itself around your skills, your pride, and your smiles. It is obvious from the reaction of our patrons and the citizens of San Francisco that your efforts are recognized and appreciated.

The majority of our indicators show significant improvement. Certainly, as we are all aware, significant problems and challenges remain, including graffiti, Metro car availability, new diesel shops, improved on-time performance, providing more and better information to the public, and the effective management of our various capital programs.

We will be attacking these and other problems with the "can-do" attitude that underpins the improvements of recent years. Our track record is, I believe, the best harbinger of more improvements to come. To predict MUNI's future, look to our recent past. Our greatest asset is 3,500 employees who really do care that MUNI provides a safe, quality service. Talk to our typical operator or mechanic, and the service ethic comes through as a personal commitment.

William Stead
General Manager

Thanksgiving

EMPLOYEE ANNOUNCEMENT

Looking for Talent

SF Muni Media Services is looking for Muni employees with video production skills or dramatic experience to assist on in-house video productions. The Media Services Unit is located in the Safety and Training Department at Presidio. It produces training, informational, and promotional video programs, with an emphasis on training.

If you are interested, send a written description of your skills and experience, and how you can be contacted to:

Debi Horen
SF Muni Training
949 Presidio Avenue
SF, CA 94115

CLASSES

The Health Hour: On Thursday, October 15, stress management consultants Douglas Hechim and Rose Cerovsky began a two-month-long free series of drop-in health classes open to all Muni employees. The classes are held every Thursday evening from 7:00 to 8:00 p.m. in the Safety and Training Department at 949 Presidio Avenue. They teach an integration of body, mind and spirit through the philosophy that everything we do and think or believe has an impact on the state of our health.

Each session will focus on a different subject including relaxation, exercise, optimum nutrition, food supplements, spiritual principles, and positive attitude.

If you would like information on these classes call Doug Hechim at 386-3726 or Rose Cerovsky at 524-1886. Otherwise, feel free to drop in and see what they're all about.

San Francisco Municipal Railway Performance Indicator Comparisons

	PERFORMANCE INDICATOR	PERIODS COMPARED		PERFORMANCE		
		Base	Current	Base	Current	% Improvement
1.	Percentage of Scheduled Service Missed Due to No Operator	Aug. 85	Aug. 87	1.8	1.1	39%
2.	Passenger Complaints Received	June-Aug 85	June-Aug 87			
	Employee Conduct			1735	1128	35%
	Service			510	399	22%
3.	Fare Revenue Collected	Jan-June 86	Jan-June 87	$33,498,847	$33,897,300	1%
4.	Cable Car Revenue	July-Aug 86	July-Aug 87	$ 1,740,000	$ 1,905,000	9%
5.	Advertising Revenue Collected	CY 83	CY 86	$ 857,859	$ 1,922,423	124%
6.	Accidents per Million Miles	FY 84-85	FY 86-87			
	Motor Coaches			96	89	7%
	Trolley Coaches			192	153	20%
	Light Rail Vehicles	—	—	74	64	14%
	Cable Car			362	259	28%
7.	Pay Hour/Vehicle Hour Ratio (1% equals $1,000,000 annually)	Nov. 85	Sept. 87	1.210	1.203	0.6%
8.	Vehicle Reliability (Mean Miles Between Failures)	52 weeks ending July 85	52 weeks ending July 87			
	Diesel Coach			1052	2340	122%
	Trolley Coach			1129	1240	10%
	Light Rail Vehicle			1400	2116	51%
	Cable Car Non Grip			575	1761	206%
	Cable Car Grip			215	257	20%
9.	Elderly & Handicapped Ridership	FY 85-86	FY 86-87			
	Paratransit Services			284,563	415,044	46%
	Fixed Route Services			20,075	30,295	51%
10.	Escalator (new MBO Mar 87)					
	Service Hours Lost	Mar 16-22 '87	Aug 31-Sept 6 '87			
	Escalator			528	24	95%
	Elevator			132	2	98%
11.	Subway Downtime in minutes: Signals, Electronics, and Track	CY 85	CY 87	260	126	52%

0055A

AMAZING MUNI FACTS

Our 1987 operating budget is approximately 229 million dollars. Who pays the bill?

Monthly Passes	$ 30.8 million	13.5%
Cash Fares	36.3 million	15.9%
City General Fund	107.9 million	47.1%
State of California	43.7 million	19.1%
Federal Government	8.1 million	3.5%
Advertising	2.0 million	0.9%

EDITOR'S BOX

Dear Reader,

In the September issue of the *Muni Memo* under "Fix It Phone Numbers" the wrong number was given for notification of street light problems. The correct number is 554-0730.

Also, I'd like to thank Carolyn Dyson, Debi Horen and Tom Rickert for their contributions to the November *Muni Memo* and the various department liaisons who also gave me important information.

And one more thing—HAPPY THANKSGIVING!

Sincerely,
Anne Milner
Editor

JOB FILE

Civil Service reports no job announcements will be coming out this month due to the fact that exams are being given on previously announced positions. For information on future promotional opportunities or entrance level positions, call the Civil Service Hotline at 558-4496.

AWARDS

Maintenance Worker of the Month Vernon Thorpe of Cable Car. *(RIGHT)*

Outstanding Engineering and Construction Worker of the Month Scott Broder. *(CENTER)*

Muni Operator of the Month Richard Appefeld of Kirkland Division. *(BOTTOM)*

Photo: Josh Rotsten

Photo: Josh Rotsten

Photo: Josh Rotsten

Happy Birthday, Paratransit and Accessible Service

By Tom Rickert, Manager Elderly & Handicapped Services

Three hundred disabled San Franciscans filled the City Hall rotunda on September 21 to celebrate the tenth anniversary of the City's commitment to accessible door-to-door and fixed route services. Those cutting the cake included the oldest and youngest paratransit van and taxi users as well as users of MUNI's lift-equipped and kneeler-equipped coaches.

The first paratransit van services were initiated by Canon Kip Community House in September, 1977, and 2.2 million rides have occurred since then on a door-to-door van and taxi system funded mainly by the Municipal Railway. Meanwhle, MUNI's fixed route services for disabled persons have continued to grow until the combined system is now a nationwide model.

None of this was lost on disabled protesters who made the headlines during the American Public Transit Association's convention a few days later. Their protests were aimed at APTA's opposition to a federal mandate which would require wheelchair lifts on new buses. The protesters consistently praised MUNI's accessible buses and Metro, even while staging a demonstration against lack of access to cable cars which many protestors termed as "symbolic." All MUNI and paratransit personnel handled the protests in a professional and dignified manner which earned additional praise for MUNI.

Photo: Carmen Magano

Muni's oldest and youngest paratransit patrons celebrate 10 years of accessible service at City Hall party.

Bosses are People, Too

Reprinted from "Pages," by Berry Publishing

In one way bosses are just like everybody else. They know they aren't always right. They're individuals, who really care about their own performance and welcome your support.

Training expert Kenneth Blanchard asks in his seminars, "When was the last time you hugged your boss?" Not physical hugging, but letting your boss know he's doing something right. It's not obvious attempts at gaining favor, but specific comments on something the boss has done.

Communication is Basic. Ask questions instead of making mistakes. Communicate with others in order to get information you need instead of waiting for the boss to parcel it out. *Analyze Your Boss.* Some bosses are listeners. They want verbal information. Some are readers; they want everything in writing. Determine whether your boss is assertive or analytical and try to get your own working style in sync. *Analyze Yourself.* John Gabarro of the Harvard Business School warns about hostility and frustration against authority figures. Be careful to separate anger or defensiveness that is not related to your job. *Have a Talk.* The performance review is a big help in finding out what bosses really want. Prepare for yours by making a list of questions that need to be clarified. Take notes to remember what has been said.

One of the best reasons for finding out what makes your boss tick and how to coordinate your efforts is that it makes work more pleasant and productive.

Potrero, The Pride of Transit

Three years ago, Potrero Division had severe accident problems, peaking in August of 1984 when there were 99 accidents in one month.

Today, thanks to a concentrated effort by union and management on accident awareness including accident retraining, knowledge of high accident areas and restructuring of runs, those days are gone.

During fiscal year 86-87, Potrero was under its target of 57 accidents per month during 11 out of the 12 months. This year the target has

been lowered to 52 accidents per month and we're sure that the division with the divisional patch that says POT meaning Pride of Transit can only meet this challenge with flying colors. Congratulations.!

Cable Cars and Readers

On Saturday, October 24, a group of 15 children from the Tenderloin District received a free round-trip cable car ride from Powell and Market to Aquatic Park.

The ride was part of a program sponsored by Safeway Stores in conjunction with the 1987 Year of the Reader National Program, designated by Congress and President Reagan. At Aquatic Park, the kids heard stories read to them by two readers, and received their own library cards and free paperback books.

Muni was happy to be part of such an important program!

Goodbye, Trolley Festival!

The last day of the 1987 Trolley Festival was October 16. The vintage cars, which have provided thousands of riders with an exciting look at living history, are now scheduled to return in 1990 after streetwork for the Market Street Thoroughfare Project is completed.

In the meantime, look for some historic trolleys traveling along the Embarcadero between the Ferry Building and Fisherman's Wharf, but the official Trolley Festival Up and Down Market Street will be "on hold."

"Views of APTA"

Photo: Carmen Magana

APTA revelers enjoy Mariachi band music at welcoming City Hall reception.

Photo: Carmen Magana

APTA delegates receive a hearty welcome from Muni at a reception in their honor at the Cable Car Barn. (Mrs. William Stead in foreground)

Photo: Carmen Magana

Disabled protesters show their disagreement over APTA's policy against accessible transit.

Refresher Training Reduces Accidents!

By Debi Horen, Safety and Training

Muni operators who participated in the revised Senior Operator Refresher (SOR) program in 1986 reduced their accidents by 38% over there 1985 figures after only two days of training.

In comparing accidents before and after SOR, the 227 operators who attended had a total of 605 accidents in the 12 months prior to SOR and only 359 accidents in the 12 months after the class.

To make the SOR program more effective, Instructor Madeline Robbins changed the Training Department's approach by introducing goal setting as an important new element. "Goal setting provides operators with a method of measuring their own performance and gaining recognition for their achievements," according to Robbins.

Isidro Ronas, an operator from Presidio Division exceeded his goal. "I think SOR is great," he says. "I learned a lot. More concentration on my job resulted in my driving accident-free."

"It was informative, different," says Lester Gordon, also of Presidio. "I've never been in a class where they showed me Muni's overall accident picture and compared mine with it. They should have this class more often."

SOR classes have been interrupted by intensive new-operator training, but are scheduled to restart in Spring of 1988. Bill Gordon, Safety Manager, is committed to seeing SOR implemented on a regular basis. "With operators like these," he says, "we will be the best transit property in the country."

UNSUNG HERO:

Ed Jones

Photo: Carmen Magana

Ed Jones still loves operating those cable cars.

November's Unsung Hero is Ed Jones, Assistant Operations Manager at the Cable Car Division, a man who comes highly recommeded for this column.

BACKGROUND: Ed was born in Bogalusa, Louisiana and attended both elementary and high school there. He joined the Air Force after graduating from high school in 1962, and was stationed in Lackland Air Force Base in San Antonio, Texas. He was transferred to Hamilton Air Force Base in Novato, where he first got his taste for California and the Bay Area. He was trained as an aircraft mechanic while in the Air Force and subsequently served at the Kadena Air Force Base in Okinawa and finally was discharged from his final station at Travis Air Force Base. After the Air Force, Jones returned to New Orleans for a year, but he says, "I learned that either New Orleans had outgrown me or I had outgrown New Orleans," and he decided to return to California, arriving back in San Francisco in October 1967.

CAREER: In 1967, Ed applied to both Muni and United Airlines for jobs. The Muni job as an operator came through first and Ed says that was just fine because "I realized I didn't want to continue to gum up my hands being a mechanic any more." In March of 1968, he started out as a diesel operator with Kirkland Division. Later that year he became a gripman, a position he held for nine years. In 1975, Ed became an inspector at the Cable Car Division, from 1980 to 1984, he was Assistant Operations Manager at Metro Division and in 1984, following the Cable Car Rehabilitation Project, he returned to the Cable Car Barn to become Assistant Operations Manager.

AWARDS: Ed has received the Safe Driver Award and the Muni Supervisor of the Quarter Award for the first quarter of 1987.

FAMILY: Ed has one son, Brent, who is 13 and attends Vine Lutheran School at Ninth and Anza.

INTERESTS: Ed says, "I'm a hot rodder. I like to go to car races like those held at Sears Point. I also like all sports, and attend football and basketball games when my schedule allows. I lift weights and I jog every day of my life."

HOW HE RATES MUNI: "Muni has changed quite a bit since I started in 1968 and most of those changes have been for the best. If you are the kind of person who enjoys working for the City, there are lots of opportunities for advancement at Muni."

continued next page

RIDERS SPEAK

Dear *Muni Memo*,

My family and I would like to express our thanks to William Stead and all MUNI employees who worked hard to make it possible for a great number of people to watch the Pope's motorcade in San Francisco.

We left our apartment on Hyde and Geary at quarter to five on Thursday afternoon feeling so tense because we were afraid we did not have enough time to get to 9th and Geary and watch the Pope's motorcade. To my surprise and almost disbelief, 38 Geary buses came by one after the other. We reached our destination at 5:05 p.m., giving us plenty of time to find a good spot and watch the motorcade. Going home was no problem either, since everything was well planned and there were more than enough buses to give the people the ride home.

Again, on behalf of my family, thank you so much.

Sincerely,
Flora Jaochico

TRANSITIONS

Congratulations to the following people who have either been promoted, changed jobs, have been made permanent employees or are new employees!

In the Transportation world—Brian Cunningham is now the Assistant to the General Superintendent of Rail Transportation. *Byron Morgan* is now Manager of Station Operations. *Lou Johnson* is now the Division Superintendent of Green (formerly known as Metro) Division. *Dan Rosen* is now Deputy General Superintendent of Rail Transportation. *James Christian* is now the Division Manager at Woods. *Bonnie Fitzpatrick* is the Division Manager at Potrero. *Hiawatha Washington* is now on the staff of the Deputy General Manager for Transportation. *R. B. Johnson* is now the Manager of Central Control. *Len Olsen* is now the Manager of Special Projects. *Windroff Newton* is the Manager of Street Supervision. *Ernie Condon* is a manager at Green Operations. *Bud McNaughton* is a manager of Street Supervision. *Carlos Carillo* is the Assistant Division Superintendent at Potrero. *Gil Montoya* is the Assistant Division Superintendent at Kirkland. *Jim Ruth* is a manager in Street Supervision. *John Bothwell* is in charge of a new compensation department under Labor Relations. *George Louis* is on the Deputy General Manager of Transportation's staff.

In the Engineering world—Finn Haaskjold has been promoted from Acting Senior Mechanical Engineer, head of Plant Engineering to Principal Engineer, as a result of a reclassification placing him in a permanent position. Welcome to *Lindbergh Low*, Senior Civil Engineer who came to Muni on October 26. *Arnetta Brown*, the secretary for Equipment Engineering is now a permanent 1426.

In the Schedules and Planning world—Welcome to *Rizaline Rosales*, the new 1446 secretary in Planning who transferred to Muni from PUC Personnel on September 21. And welcome back to *Dan Wong*, who has returned to Planning from being on leave in Seattle for the last six months.

In the Equipment world—Henry Scholtz has been promoted from Electric Mechanic Assistant Supervisor 7380 to Electric Transit Mechanic Supervisor I 7253.

ED JONES
continued from page 6

ON THE CABLE CARS: "Operating the cable cars has been the most exciting thing about my career. You never know what to expect when you operate a cable car. It's a challenge learning how to control the car and pull those levers. And you meet lots of different kinds of people all the time. I'd say the cable cars are one of the most interesting jobs at Muni. If I ever had to go back to the platform, that's where I'd want to be, out there operating those cable cars again. I think my greatest accomplishment at Muni has been to be a gripman and then to advance to the position I now hold."

Photo: Carmen Magana

Congratulations to Rafael Cabrera who came in second at the APTA National Roadeo. That makes him the second best bus driver in the whole U.S.!

SPONSORS
continued from page 1

business establishments that provide coffee and doughnuts and, in some cases, special prizes to the winners. the Month Ceremony. Awards packages vary from division to division, but the Transport Workers Union, Local 250-A, gives a Savings Bond to each Division Winner of the Month. At Woods Division, Blackburn's Pit Bar-B-Que has been a prime sponsor since the program started. Blackburn's provides a $25 certificate for a barbeque every month. Blackburn's also provided the coffee and doughnuts for the first year. Flowers by Carene now donates the coffee and doughnuts to Woods, and Belmar Variety just started offering an additional $20 a month to Woods in August.

Kirkland Division receives its coffee and doughnuts monthly from its sponsor, the Sheraton at Fisherman's Wharf, and the Mariposa Cafeteria donates refreshments to the Army Divisional Ceremony.

Although Green, Presidio, Cable Car and Potrero don't have divisional sponsors yet, they should be congratulated for their efforts in keeping their division operator programs alive and well.

As the Muni continues to say thank you for the productive things that people do, we should all give ourselves a pat on the back for the growing spirit of teamwork within the organization that filters to the private sector and keeps the Muni family moving and growing. To our sponsors, we say thanks. It just wouldn't be as good without your support, and to Muni employees, please give these enterprises your patronage.

Blackburn's Pit Bar-B-Que, 1338 Ocean Avenue, 239-7115
Flowers by Carene, 4919 Third Street, 822-5127
Belmar Variety, 4900 Third Street, 822-8110
Mariposa Cafeteria, 1599 Tennessee Street, 285-5105
The Sheraton at Fisherman's Wharf, 2500 Mason Street, 362-5500

Photo: Carmen Magana

Muni Librarian Marc Hofstadter with Planner Michael Cronbach in the Muni Library.

LIBRARY
continued from page 1

holding several thousand pamphlets and booklets on passenger information from other transit agencies throughout the U.S. and abroad. A large map file contains 500 maps, including recent and historical Muni maps.

If you want an historical perspective on Muni, you can check out *The People's Railway*, co-authored by Anthony Perles and Peter Straus. If you would like information on other transit properties, there are such books as *APTA's Transit Operating Statistics* and *National Mass Transportation Statistics*. If you would like to see where Muni has been and where we're headed look for Muni *Short Range Transit Plans* dating from 1979 to the present. Or if you'd like to see some monthly transit magazines, ask for *Passenger Transport* or *Mass Transit*. And if the Muni Library doesn't have what you need, Hofstadter can tell you where you might find it or borrow it himself for the Muni Library from other local agencies including the Metropolitan Transportation Commission, BART or AC Transit.

Muni's library is growing all the time. Each month, Hofstadter distributes a list of new acquisitions, detailing new books Muni employees might be interested in. One hundred and twenty-five copies of this list find their way throughout Muni departments and divisions.

It would be worth your while to make a visit to Muni's library to see just what it has to offer and to meet Hofstadter, who holds a Masters in Library Science from UC Berkeley. And by the way, if you're interested in literature of a less specific nature than transit, Hofstadter may be the right person to talk to. He holds a Ph.D. in World Literature from UC Santa Cruz, and is a published expert in modern American and French poetry!

CREDITS:

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John C Frantz
City Librarian (41)
Documents

THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Thank You, Art!

The *Muni Memo* would like to extend its thanks on behalf of all Muni employees to Art Blum of Art Blum Public Relations, who, more than any other individual from the private sector, has contributed his time to making several of Muni's programs a success.

For close to ten years, Art has been an "unpaid Muni employee," devoting untold hours to the annual, internationally famous Cable Car Bell Ringing Contest, the Save the Cable Car Campaign and Muni's Awards Programs. For example, as the driving force behind the Cable Car Bell Ringing Contest, which is sponsored by KABL Radio, Art organizes both the celebrity and Muni competitions, arranges for the entertainment, promotes the event through his PR firm and acts as Master of Ceremonies. As secretary of the Save the Cable Car Committee, he played a major role in helping to raise the $10 million in local funds needed for the rehabilitation of the Cable Car System.

Four years ago, Art sat on a Mayor's committee to find ways to improve Muni's employee awards program. The luncheons held in honor of the three monthly winners from Operations, Maintenance and Engineering grew out of proposals made by that committee. Art is the person who solicits the monthly luncheons from top San Francisco

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Photo: Bill Owyang

A few of Presidio Division's women drivers.

Women Drivers on the Rise

The ranks of women operators at Muni are increasing, according to statistics from the PUC Bureau of Personnel and Training. In just a year and a half, the total number of both part-time and full-time female drivers has increased by 3.5%.

Records show that on June 30, 1986, the total number of Muni operators was 2163 with 1934 men and 229 women. The women represented 10.5% of Muni's driving force. But as of December 17, 1987, the total number of Muni drivers had increased to 2297 with 1976 men and 321 women, who now represent 14% of all Muni operators. It's interesting to note that between June 1986 and December 1987, the total driving force increased by 134 and 92 of those drivers were women while only 42 were men.

Although no concrete records are available for comparison purposes from 10 years ago, it's safe to say that the trend for bus driving to be a male dominated profession, as it was up until the '70's when women began to appear on the scene, is changing as more and more women choose bus driving as a career option.

And yet when *Muni Memo* contacted the American Public Transit Association to get national statistics on women drivers to see how Muni compares, APTA's Statistics Department said they kept no figures on the numbers of female operators. After a number of calls to various governmental bodies, we were finally able to get some numbers from the Women's Bureau

continued on page 6

MANAGEMENT MESSAGE

Just one year ago this month it was my privilege to join the PUC family—a year in which I have followed Muni's growth with great pride.

During 1987 just under 200 carefully trained new Muni operators joined the ranks (a 400% increase over previous years). Although many novice drivers are on the road, accidents are down by 3%, missed service by 24%, and passengers complaints by 52%. This is a tribute to the comprehensive Muni training programs, the talented operations personnel behind the lines, and the continuing exemplary performance of the Muni operators.

In November, the PUC wound up a highly successful 1987 Employees' Combined Campaign. We more than doubled our participation over 1986, and made a fine start toward reaching our eventual goal—100% participation of all the PUC departments and bureaus. One of the hallmarks of a civilized society is how well it provides for its least able members; our community has been strengthened by your contributions. Thank you for caring.

Muni has some exciting projects afoot for 1988; among these are construction plans for the $20 million Market Street project, the J line project, and the Harrison Street and Treat Avenue bus facilities. Muni is also scheduled to receive the first of its procurement of 50 standard buses, and startup service of the #33 trolley extension is scheduled. The Transit Shelter Program is really taking off—this year hundreds of brand new transit shelters are scheduled to be installed all over the City.

This month we also welcome our new Mayor to City Hall. As Mayor Agnos assumes his challenging new role, he will need the support and full cooperation of each one of us; we look forward to working with him.

It's 1988—the entire PUC family is looking ahead to a new year and a new mayor. Please accept my personal best wishes to you and your families for a happy and prosperous new year!

Donald Birrer
General Manager, Public Utilities Commission

EDITOR'S BOX

Dear Reader,

Happy New Year!

To start the New Year off right, *Muni Memo* would like to set the record straight on the byline for a story that appeared in the November issue. We incorrectly stated that Debi Horen had written the story "Refresher Training Reduces Accidents!" on page 6. In fact, it was Madeline Robbins of Safety and Training who wrote the article. Debi Horen submitted it to *Muni Memo* in her capacity as liaison. Our apologies to you, Madeline, and thanks for the good work.

Also, in the December *Muni Memo*, the caption for the photograph on the back page commemorating Muni's inauguration in 1912 said the first day of service was December 12 instead of December 28. We all know, as the text of the story correctly stated, that December 28 was the first day of service, but thanks to L.S. Smith of Cable Car for pointing out the caption error.

Keep those eyes and ears open, and let us know about any news or corrections that we need to attend to

Sincerely,
Anne Milner, Editor

JOB FILE

7256 ELECTRIC MOTOR REPAIR SUPERVISOR

An announcement will be coming out in late January on entrance and promotive opportunities for this position. Job responsibilities cover supervising the repair and rebuilding of electric motors for LRV's, trolley coaches and various other motors at Green Light Rail Center. The bi-weekly salary range is $1580-1918. For information, call 558-3713. Call the Civil Service Hotline at 558-4496 after 4 p.m. on Thursdays and Fridays for up-to-date information on all Civil Service positions.

EMPLOYEE ANNOUNCEMENT

Transit History

The Community Affairs Department has just published the definitive chronology of the history of transit in San Francisco. The 25-page booklet, authored by Robert Caldwell, is titled *Transit in San Francisco, A Selected Chronology, 1850-1987.* It outlines by date and brief description the beginning of public transit in San Francisco, starting in May 1850 with a stage coach line offering tri-weekly service between San Francisco and San Jose, and ending on October 16, 1987, when the first transit shelter was dedicated at the corner of Van Ness Avenue and McAllister Street. The book also includes a short history of "Light Rail in the 19th Century," and a glossary of transit terms.

The book is a good resource for transit aficionados, historians and just plain folks who would like information on Muni's roots. If you would like a free copy, go to the Community Affairs Department at Room 222, 949 Presidio Avenue, and ask for one. It's worth the trip.

Awards Drawing Slated

The annual awards drawing for trips to Hawaii will be held on January 14 from 5 to 7 p.m. at the Cable Car Barn.

This year, there will be drawings for three trips to Hawaii, one for Muni Operators of the Month, one for Maintenance Workers of the Month, and one for a combined group of Divisional Operators of the Month, Maintenance Worker Runners-Up, Community Affairs Awards winner, and others.

Second and third place prizes will be trips to Lake Tahoe and Yosemite, respectively.

Good luck, all!

Muni Operator of the Month Wade Lee of the Cable Car Division. →

Photo: Josh Rotsten

Equipment Maintenance Worker of the Month Bill Shield of Metro Division. ↓

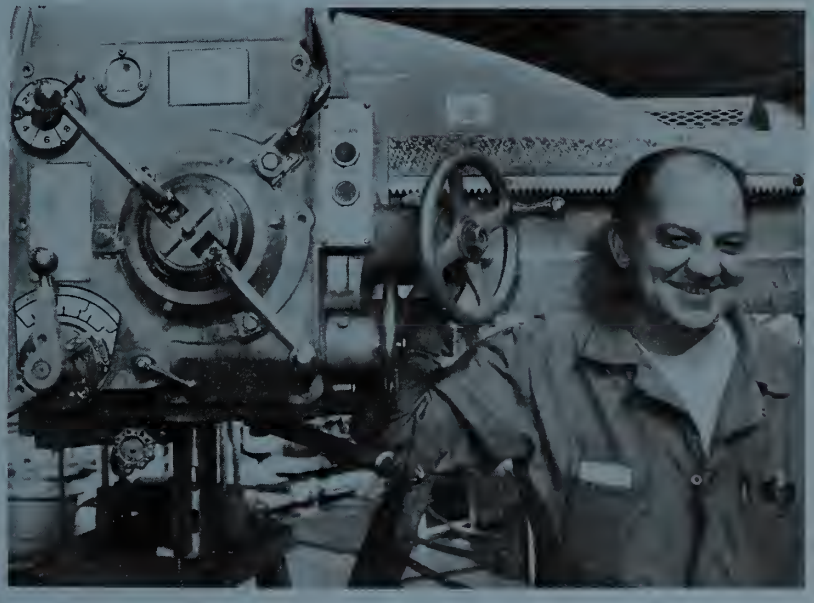

Photo: Josh Rotsten

Congratulations, December Division Ops of the Month

KIRKLAND: Benjamin Castro, Jr.
METRO: Paul Lumardi and (November) Larry Houghton
POTRERO: Peter Perry
PRESIDIO: Richard Jepson
WOODS: James Chisholm, Jr.

Maintenance Crews Save the Day

On Tuesday, December 8, LRV Operator Doug Norberg was cruising into Church Street Station as he always does at around 6:00 in the morning when suddenly his two-car train hydroplaned, derailed and found itself in four feet of water in what has come to be known as the "Church Street Lake."

During the heavy rains early that morning, the City sewer system, which is connected to Muni's storm drains, backed up, making the normal drainage path from the Twin Peaks area overflow, and sending water cascading down Market Street and into the Church Street subway ventilation system. The result was a 400-foot-long, 20-foot-wide, four-foot-deep lake with approximately 700,000 to a million gallons of water.

Thanks to the untiring efforts of Ways and Structures welders, trackmen, laborers and electricians, with help from DPW and Metro Maintenance, crews were able to remove the damaged section from the ventilation system, clear the broken signal system and put in an additional temporary pump to help pump out the "lake," while stationary engineers kept the existing pumps in the station working.

As soon as most of the water was pumped out, Metro crews were able to rerail the train, wind off the brakes, couple it to a three car train and pull it out of the station. Then track crews got back in, cleaned the drains and cleared the debris off the track just in time for the afternoon rush hour.

It was a concerted team effort by a very large group of people who deserve the highest praise for their dedication and professionalism. You all know who you are, and thanks for a job well done.

Acting General Manager Paul Toliver, former General Manager Curtis Green, Danny Lawson of Lawson Distributing and PUC Commissioner H. Welton Flynn at the official dedication of the Curtis Green Light Rail Center. Photo: Bill Owyang

Green Light Rail Center Dedicated

On Monday, November 23, the Metro Center at 425 Geneva Avenue was officially dedicated and renamed the Curtis E. Green Light Rail Center in honor of former Muni General Manager Curtis Green.

Curtis Green was Muni General Manager from 1974 to 1982. He was the first black general manager of a major transit system in the U.S. On hand to officiate at the ceremony and place a plaque officially commemorating Curtis Green's contributions to Muni were Acting General Manager Paul Toliver, San Francisco Deputy Mayor James Lazarus and Public Utilities Commissioner H. Welton Flynn.

Seven Deadly Sins

(Reprinted from "Pages" by Berry Publishing)

New supervisors, take note of these seven deadly sins of supervision as told by James Van Fleet, a management consultant. Whether you're supervising just one other person or dozens, beware of these most common mistakes:

- Trying to be liked rather than respected.
- Not asking people working for you for their advice and help.
- Not developing a sense of responsibility in subordinates, and not expecting it from your peers.
- Emphasizing rules rather than skills, which may thwart personal talent.
- Not keeping criticism constructive.
- Ignoring employee complaints.
- Not keeping people informed, and not respecting their right to know.

Inspector's Club Retirement Dinner

Muni's Inspector's Club, a loose-knit group of past and present Transit Service Inspectors, hosted a retirement dinner at the Apostleship of the Sea on October 9, 1987 to

honor 26 retirees.

The honorees were "roasted" by Central Control Superintendent Robert Johnson; Deputy General Manager Paul Toliver presented them with framed PUC Retirement Certificates and a framed 75th Muni anniversary logo and pin, and Street Operations Assistant Superintendent Sam Garcia presented them with jackets bearing the anniversary logo.

The Inspector's Club is accepting new members from the 9139, 9140, 9141, 9142 classifications, and from the Deputy General Manager of Transportation for annual dues of $10. If you're interested, call Art Curtis, Chief Inspector, at 923-6262.

Photo: Josh Rotsten

Muni's recently retired members of the "Inspector's Club" at their October retirement dinner.

New Brochure Out

"Getting Around Fisherman's Wharf," a new brochure developed by the Community Affairs Department in cooperation with the Fisherman's Wharf Merchants' Association, is now available to the public.

The brochure features a large scale map with service frequency and hours of operation of routes between Market Street and Fisherman's Wharf, and is specifically designed to show the public how to get to the Wharf using public transit. It also features a small map that shows where the major attractions are and provides three walking tours of Fisherman's Wharf with the estimated time it takes to complete each one.

If you have friends coming to San Francisco, make sure you pick up this great Fisherman's Wharf guide.

Photo: Bill Owyang

Muni's most recently graduated operator training class. Congratulations!

Photo: Carmen Magana

Muni's very own Santa Claus (Ron Arvin) and his bag of Christmas cheer for Muni passengers.

UNSUNG HERO:

Kathy Gilbert

Kathy Gilbert, Deputy General Superintendent for Surface Divisions and Passenger Service Reports, is the only woman at Muni to hold a Transit Manager II position. That alone is qualification for the Unsung Hero column.

BACKGROUND: Kathy was born in Tacoma, Washington, but her family moved east and she grew up on Grand Island, New York, located between Buffalo and Niagara Falls.

EDUCATION: She attended elementary school in Niagara Falls and then went on to Kenmore High School in a Buffalo suburb. After high school, Kathy attended the University of Rochester, where she got her A.B. in Psychology in 1969. She then went on to obtain her Masters in Psychology from Cornell University in Ithaca, New York.

CAREER: Kathy moved back to the West Coast to the Bay Area in 1972 and hoped to find a job teaching college. She soon found out those jobs were few and far between, so she worked as a para-professional for the San Francisco School District under a federal program to improve reading and math skills for children. She decided to change her career track and came to Muni in 1976 when she started out as an operator with Kirkland Division. She drove the 38 and 24 lines for four years until she was promoted to Time Card Inspector, a position she held for one year until she went to the Safety and Training Department in 1983. In the fall of 1983, she became an investigator with the Claims Department, and then one year later she was the first woman to become a Transit Manager I. At that time, she became the Assistant Manager at Woods and stayed there until October 1986, when she moved over to Presidio as Acting Field Support Manager. In September of 1987, she was the first woman to become a Transit Manager II and under William Stead's reorganization, was

Kathy Gilbert Photo: Bill Owyang

named Deputy General Superintendent for Surface Divisions and Passenger Service Reports, the position she now holds.

AWARDS: Kathy holds a Three-Year Safe Driving Award.

ACCOMPLISHMENTS: Kathy was instrumental in lobbying for the building of operator restrooms at selected bus stops. She also inaugurated a monthly process for commendations to go to appropriate operators from the riding public and instituted recognition letters from management to operators for these specific commendations.

OUTSIDE ACTIVITIES: Kathy's other job is being mother to her four and a half year old son Eli. Recently, she's been spending all her spare time trying to find the right kindergarten for Eli for next year. When she can grab a few minutes to herself, Kathy enjoys reading, but she says lately all she has time for is *The New York Review of Books.*

COMMENTS: Muni has certainly changed in the ten years since I've been here. When I started out as an operator, operators had to add times to a time point to figure out their schedules. Now, of course, computers have replaced that mechanical way of doing things. There's been a great influx of modernization over the past 10 years which has greatly improved Muni. It was also a totally male organization. Now we have almost 20% female representation at Muni. For example, when I first started at Muni, one of the first communications I received from the Health Service System was addressed to *Mr.* Kathleen Gilbert. Muni is an organization where people can move up the ranks when doors are closed to them in other areas. I'm certainly thankful for that. There's a lot of talent at Muni that isn't being used, but the level of concern for service we're providing has increased.

WOMEN DRIVERS

from front page

of the U.S. Department of Labor. According to a report they issue called "Median Weekly Earnings of Wage and Salary Workers by Detailed Occupation," in 1986 there were 201,000 bus drivers nationwide, 129,000 of whom were men and 71,000 of whom were women. That means that about a third of all bus drivers in the U.S. are women, higher than Muni's ratio. But Madeline Mixer, Regional Administrator for the Labor Department's Women's Bureau, is quick to point out that these figures may be misleading because they probably include school bus drivers who have traditionally been predominantly women. The Labor Department said it had no specific breakdown on women drivers in transit agencies.

In the next issue, *Muni Memo* will provide a chart of other major metropolitan transit agencies with a breakdown of their male/female driving ratio to see just where Muni stands in comparison. In the meantime, here's a list of all the women drivers at Muni. Hats off to all of you! If we've left anyone out, please let us know.

Miki Abimbola, Lucila J. Aburto, Deborah G. Alexander, Erma Anderson, Rose A. Arana, Rachel Arce, Ernestine Armstrong, Florence Ayers, Keethia N. Adams, Gretchen L. Alexander, Tina C. Allen, Marcella Arguelles

Janice M. Bailey, Judy K. Balczerak, Pam Banks, Fannie M. Barnes, Barbara J. Barnes, Wanda L. Barth, Ruth Bates, Donna Baxter, Mary E. Baytop, Norma Beauchamp, Shelia Bell, Mary Bell, Juana Bengoa, Cheryl Benjamin, Linda P. Berry, Rosemary Bethea, Yuracine Bible,

continued next page

Patsy Bland, Doris J. Booker, Geraldi Boudreaux, Deborah E. Bouie, Sylvia Breaziel, Arnetta Brooks, Katherine F. Brown, Sheila E. Buckner, Jacqueline D. Burgess-Peterson, Manuela Burgos, Divey L. Burnside, Billie Baker, Charlotte A. Batiste, Patricia Black, Virginia Boone, Lillie R. Briggs, Brenda S. Brigham, Barbara J. Brooks, Sandra Brown, Tomasa T. Byrd

Patricia K. Cade, Clarceen Caldwell, Ann Chambers, Paula Christie, Lily J. Clements, Nita F. Cobb, Cora Coleman, Patricia A. Collins, Shirley J. Cooper, Glister Cooper, Daisy J. Crawford, Jo D. Criss, Alice Cross, Aretta A. Carthen, Cyndia V. Chambes, Janelle M. Chase, Juanita H. Clay, Rose N. Cooper, Roberta L. Crawford, Angela G. Cromartie

Elizabeth Davis, Katie Dawson, Augustine Dean, Gwendolyn Dedmon, Paula M. Dell, Noy Diaz, Bettye K. Dodson, Katheri Donaldson, Silvia V. David, Diedre L. Davis, Danielle R. Davis, Yvonne J. De Mare, Heikel M. Desta, Gail M. Dunn, Terri I. Dunn

Vernette Edwards, Jean Ellis, Margaret L. Ellis

Sharon Fee, Carolyn Fonteno, Dorothy Freeman, Laura M. Farve, Gwen P. Ferdinand, Vawanda J. Ferdinand, Sheila L. Flentoil, Kathlee Forrester, Carmen Fortes, Debra A. Franklin, Audrey Franklin, Sheryl Fraser

Barbara A. George, Shirley Gilmore, Fairly Gomez, Claudine L. Goode, Cecilia C. Guillen, Coronette D. Guillory, Joyce L. Guillory, Adrienne L. Geeter

Linda D. Hallsey, Patsy J. Hampton, Ida M. Harper, Julia Harrell, Dorothy Harris, Marian Hawkins, Lucille E. Henderson, Edna Herbert, Karen Herbert, Denise Herron, Betty Higgins, Elvester Hughes, Rutha L. Hughey, Ellen Hunter, Cassandra Hydrick, Rhonda Hamilton, Linda F. Harris, Patricia A. Harris, Patricia L. Henry, Gloria J. Hollingsworth, Valerie J. Hollins, Sandra M. Hunter, Brenda F. Hurt

Susan Impola, Mabel Isaac

Gwendolyn Jackson, Iola Jackson, Sharon R. Jernigan, Frankie Johnson, Wanda L. Johnson, Jeanette Johnson-Lee, Janeth Jones, Lynda K. Jackson, Sheila J. Johnson, Elizabeth C. Jones, Janice M. Jones, Hattie B. Jones

Susan C. Kelley, Yvette Kendall, Carol A. Keola, Velera Kincaid, Patricia King, Margaret Koran, Karen M. Kelly, Margaret F. Kendrick, Kathleen M. Kohmann, Leslye A. Kolpacoff

Vivian Landrum, Ernestine Lennear, Pamela R. Lewis, Dorothy Liggons, Clara D. Lipkins, Hazel Longino, Mary L. Love, Ora D. Lowe, Diane D. Luckett, Brenda J. Lankford, Deborah Lawrence, Joyce Lazard, Alfreda L. Ledbetter, Mary L. Lindsey, Sheila A. Lucas

Henrietta Mack, Linda F. Madero, Deleria Maiden, Carmen Martinez, Ethel M. Mattox, Josie McClure, Sylvia A. McPeters, Elida Metcalf, Deliah J. Mims, Shirley A. Moore, Ursaline Morton, Kavai E. Muao, Ellen Murray, Carolyn A. Marshall, Mattie L. Mays, Marie A. McNeel, Cheryl A. Melton, Katherina R. Messina, Mae C. Morgan

Gloria E. Najarro, Barbara A. Newman

Josephine Oaties, Antoinette O'Guinn, Nancy K. Odhams, Debra L. Odum, Wanda R. Ogilvie Harness

Nancy Padilla, Susan M. Parker, Fay E. Parrott, Ruby A. Penn, Danielle M. Peronnet-Chang, Emma M. Pintily, Jacalyn Pitcher, Mamie Q. Pollard (aka Mamie Harrison), Cena M. Pollard, Freddie M. Porter, Patricia A. Porter, Johnnie M. Potts, June M. Price, Camille M. Page, Bettye M. Parker, Ruth Perry, Angela R. Peterson, Lovy L. Porter, Kim E. Pryor

Kathleen M. Raber, Deborah Ramsay, Brenda J. Ray, Minnie M. Reagan, J.L. Robinson, Charlene M. Robinson, Victoria Robinson, Regina J. Robinson, Dorothy Robinson, Lylliam Robleto, Debra H. Rodgers, Martha Rosales, Rebecca A. Rowe, Geraldine Rowland, Rochelle Randall, Sharon E. Robinson, Cheryl A.

continued on page 8

A warm welcome to:

Patricia Moore, the new 1452 Executive Secretary, II, in the General Manager's Office, who comes to Muni from Public Health.

Barbara Milburn, the new 1855 Senior EDP Control Clerk in the Schedules Department, who comes to Muni from the Controller's Office.

Gary Tisel, the new Maintenance Machinist Supervisor at Metro Support Shops.

Here are some changes:

Bob Jacey and *Jack Schwartz,* former schedule makers, are now working at Cable Car. *Grenville Berliner,* formerly from Street Supervision, and *Benjamin Lynch,* formerly from Metro Operations, have replaced Jacey and Schwartz.

And fond goodbyes to:

Deborah King, who has taken a promotion to Transit Planner III and will be leaving Muni to work for the Airport on January 4. For the past year, Deborah has been laying the framework for an operating plan for the F-Market line. Good luck and we'll miss you, Deborah.

Ethel Boutell, Executive Secretary in the General Manager's Office, who is retiring after 21 years with Muni. Ethel worked as secretary to General Managers Vernon Anderson, John Woods, Curtis Green, Harold Geissenheimer and Bill Stead, and has seen Muni through some of the worst and some of the best of times. A retirement luncheon was held for Ethel on Wednesday, December 16, at Lehr's Greenhouse. Happy retirement, Ethel. Muni just won't be the same without you!

Ethel Boutell Photo: Josh Rotsten

And on a sad note—Station Agent and former Transit Information Clerk *Darrell Williams* died in November as a result of an accident in which he fell down a flight of stairs. Our condolences to Darrell's loved ones.

ART BLUM *from front page*

restaurants and hotels for 20 or 30 people who come to honor the winners. In addition, Art plans the Annual Award Drawing for trips to Hawaii for monthly award winners. And that's not all. In December, Art graciously donated his time to organize the celebration of Muni's 75th Anniversary on December 28.

In short, Art is always there when Muni needs an extra hand, and we can't thank him enough. If we could do it on paper, we would give him a rousing round of applause for his continual and successful efforts in publicizing Muni and showing that the private and public sectors really can't exist without each other.

Maybe we should look upon Art as Muni's "Godfather" in the positive sense of the word. Thanks, Art, for everything.

Photo: Bill Owyang

Photo: Bill Owyang

Photo: Josh Rotsten

Now what's he doing?

Art Blum *(far left)*

Art does his stuff at the Cable Car Bell Ringing contest. *(left)*

WOMEN DRIVERS *from page 7*

Robinson, Lydia B. Rodriguez, Lanita L. Rollins

Phyllis Shaw, Linda Simon, Peggy A. Sirles, Oralee Smith, Marcella Smith, Patrice Smith, Vicki L. Solls, Bernadine Southall, Nina B. Sparks, Editha Spriggs, Beverly Stanberry, Julie Starobin, Bobbie J. Stitt, Janetta Strong, Marsha F. Sullivan, Alice Swan, Carole Seligman, Elaine M. Sherwani, Lee Simmons, Jessie Smally, Alcombria L. Smith, Pellie A. Smith, Delores E. Smith, Marilyn D. Stansfield, Catherine A. Steptoe, Aurora Summers

Lillie Taplin, Larnise Tarlesson, Carolyn L. Taylor, Lois E. Terry, Rosetta L. Terry, Gladys Thomas, Constance V. Thomas, Mary E. Thompson, Francine Tookes, Barbara A. Torrey, Goldie Toups, N.P. Tracconi, Linda R. Trout, Brenda S. Tucker, Rosalind Tucker, Hester M. Tucker, Ertha Turner, Ann Taylor, Barbara J. Teasdale, Linda K. Thibeaux, Sandra L. Thomas, Cynthia D. Thomas, Mary L. Thomas, Jean A. Thompson, Peola Tillman

Helen Valiente, Brenda J. Victoria Nicie L. Waddell, Gwenetta Washington, Yvonne Watson, Nadine D. Whitley, Velma Wiggins, Orange Williams, Claretta Williams, Sylvia Williams, Beverly Williams, Joyce A. Williams, Linda F. Willis, Deborah Woodley, Clady M. Wright, Lena K. Wright, Avalon L. Walker, Jerry D. Wells, Leinaala P. White, Dollie White, Martha Williams, Linda F. Wilson, Velma Wise, Joean Wright Michele Yeoman

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THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Child Care Study Underway

An assessment of child care needs for Muni and AC Transit drivers, funded through the Metropolitan Transportation Commission by the Urban Mass Transportation Administration, has just begun.

Headed by Louise Rush Consultants, the study will attempt to define management and operator needs and problems in relation to child care over a six-month period. It will also assess community resources and make recommendations on how driver child care needs might best be handled.

In 1986, Muni and the TWU Local 250-A agreed to assess the possibility of setting up child care for the children of Muni drivers. At the same time, a report on driver absenteeism in the Bay Area found that women drivers were absent on average twice as often as men, primarily because women still carry the major responsibility for child care. The study will attempt to put a dollar figure on the cost of absenteeism versus the cost of providing child care.

Louise Rush says the most important part of the four phase study is the information she will get from drivers. She will be interviewing

Continued on page 8

Photo: Bill Owyang

Muni's first transit shelter at Van Ness and McAllister

More Transit Shelters Up

Muni's program to place transit shelters at 1000 bus stops throughout the City is well under way. The program, officially begun in October 1987 with the installation of the first shelter at Van Ness and McAllister, has already placed 80 shelters in just four months.

The shelters, designed and built by the Gannett Transit Shelter company especially for San Francisco, cost about $9000 each. They are wheelchair accessible, and feature large Muni maps, well displayed transit information, special seats and some pay telephones. They are also well lighted from dusk to dawn.

Proceeds from commercial advertising on the shelters pay for building and maintaining them, and the City also receives $150,000 from Gannett annually to administer the program. Under the terms of the transit shelter contract, however, and according to the wishes of San Franciscans, advertising appears only on shelters located in commercial districts. In residential areas, the clear glass shelters blend unobtrusively into the environment.

Scheduled to be installed along Market Street as part of the Market Street Transit Thoroughfare project, the shelters have been designed especially to reflect San Francisco's

Continued on page 8

MANAGEMENT MESSAGE

The *San Francisco Chronicle* published a very supportive editorial on December 29 to honor our 75th Anniversary. It is extremely rewarding to those of us who have contributed such energy and effort to read that we are regarded by our City and patrons as a "superior" transit operation. The editorial, reprinted below, is entitled, "A Salute to the Muni." It is more appropriately a salute to each one of you. You are Muni's greatest asset: 3,500 employees dedicated to public service. It is your individual efforts that have earned this salute to our collective accomplishments. As you read the editorial one more time, please savor these hard earned accolades: "superior, remarkable, unparalleled, greatest, convenient."

A Salute to the Muni

There is much to celebrate on the occasion of the Municipal Railway's 75th anniversary. The Muni may not be a trouble-free system, or one free of complaints, but it does constitute a superior urban transit operation. Compared to many other transit systems, it performs a remarkable job for San Francisco's citizens and its business community.

The Muni dispatches more than 1,000 vehicles every day into a compact territory of 49 square miles. The result is a level of bus and streetcar service unparalleled in most U.S. cities. On a per capita basis, Muni has the greatest transit ridership in the nation.

In many cities, one is lucky to find a rush hour bus operating every 20 or 30 minutes. In San Francisco, rush hour schedules often call for buses every few minutes. On Market Street, the parade of vehicles seems unending much of the day.

The convenient access provided by the Muni has helped preserve and enhance the city's strong downtown retail economy and its bustling business and office center.

During most of its history, Muni has enjoyed the financial support of the city treasury, even when such subsidies were not political popular.

The Muni is not perfect. Buses are overcrowded and delays occur all too often.

But one need only look across the Bay to see how a deteriorating local transit system may have encouraged flight to the East Bay suburbs and helped to transform downtown Oakland into a hub of parking garages. Transit's decline and automobile competition were partners made for each other.

The people of San Francisco never deserted their transit system. As a result, San Francisco continues to be an exciting and prosperous city. That warrants a special salute on the occasion of Muni's 75th birthday.

William Stead
General Manager

EDITOR'S BOX

Dear Reader,

A special thanks goes to Sheila Mullen, who assisted with the February issue and will be a regular contributor to the *Muni Memo.*

And apologies to Velera Kincaid of Woods Division, whose name was left out of the Woods Safe Driver story in the December issue. Velera holds a two-year Safe Driver Award.

I can't repeat it enough: this is your newsletter. Let us know what you would like to see in these pages. Your ideas are more than welcome. Call the Muni Memo at 923-6162 or write to Room 222, 949 Presidio Avenue, the Community Affairs Department.

Sincerely,
Anne Milner, Editor

LETTER TO THE EDITOR

Dear Anne Milner and Jaimie Levin:

My humble thanks for that very flattering article on yours truly in the January *Muni Memo*—it was much appreciated.

I'm not really sure that I deserve all the accolades you were nice enough to give me but, on the other hand, I would be less than honest if I didn't tell you "it's nice to be appreciated."

My warm thanks to both of you for writing this article.

Kind personal regards,
Art Blum

CLASSES

Grants Available

An exciting new educational opportunity is on the horizon for Muni employees! State of California educational grants are now available for undergraduate and graduate studies. The application deadline for this year is March 2, so it's a bit late to get in on the 1988 program; however, because of the lengthy application process, it's not too soon to be planning for 1989. Grants are available up to $5,800 and do not have to be repaid. Graduate fellowships are available up to $5,900 and are based on Bachelor's Degree grade point average and graduate exam scores. For more information, call or write the California Student Aid Commission at (916) 322-6237, 1515 "S" Street, North Bldg., Suite 500, P.O. Box 942845, Sacramento, CA 94245-0845, or telephone a National University counselor at (415) 972-5100. Find out today how *you* may qualify!

EMPLOYEE ANNOUNCEMENT

Volunteers Needed!

Muni wants you! We need volunteers from each division who are knowledgeable about the Railway and would be willing to sign up as official docents to take outside groups on tours of Muni facilities. We are frequently asked by schools, trade organizations, national and international transit organizations and others to arrange tours of various divisions. Volunteers need not be supervisors or managers, but anyone with an in-depth knowledge of Muni and good interpersonal and speaking skills. Being able to speak other languages would also be a plus. If you would like to volunteer, call Jim Imes in the General Manager's office at 923-6212. Don't be shy!

AWARDS

Photo: Bill Owyang

Administration Worker of the Quarter Luther Freeman of Long Range Planning receives his award from General Manager William Stead.

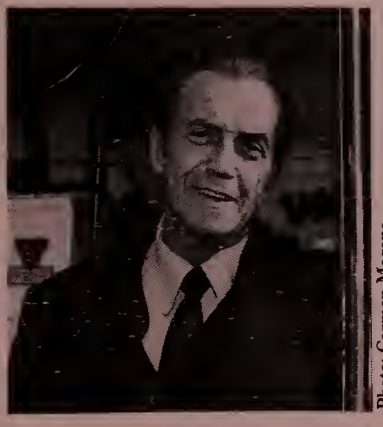


Photo: Carmen Magana

Muni Operator of the Month Peter Parry of Potrero Division.

Photo: Josh Rotsten

Charles Chio, Maintenance Worker of the Month of Potrero Division.

Supervisor of the Quarter, Wayne Liebert of Central Control.

Photo: Bill Owyang

Aloha, Awards Drawing Winners

Congratulations to the winners of trips to Hawaii, Lake Tahoe and Yosemite at the Fourth Annual Employee Awards Reception on January 14. Raul Tariga (Green), Vernon Thorpe (Woods Carpentry Shop), and Richard Billups (Kirkland) were the lucky recipients of trips to Hawaii. Second Place winners for trips to Lake Tahoe were Richard Appelfield (Kirkland) and Jon Hourigan (Cable Car). Third Place Yosemite trips went to Jose Mesa (Kirkland) and Wilton Marshal (Track Department). Claydy Wright of Kirkland and Joseph Bryant of Woods also each won overnight stays at the Regis and Majestic Hotels in San Francisco.

Mayor Art Agnos and Hawaii trips winners (l to r) Toriga, Thorpe and Billups.

This was the first time the Awards Reception was held outside of Muni. In previous years, it has been at the Cable Car Barn but this year, Mr. Greg Rizzi, General Manager of the Sir Francis Drake, graciously offered the use of the hotel for this special event.

Mayor Art Agnos, initially scheduled to stop in and say a few words to the honorees, turned out t be the highlight of the evening whe he decided to hand out certificates appreciation personally to participants. All in all it was a high successful event which will be warmly remembered by all of us fo long time to come!

Potrero Rehab Off and Running

Muni's plan to renovate Potrero Division to accommodate 60 articulated trolley coaches has moved into the design phase with the hiring of engineering and design consultants Parsons, Brinkerhoff, Quade and Douglas (PBQ&D).

PBQ&D, under contract to the Utilities Engineering Bureau, project managers for Potrero's rehabilitation, is in the first phase of developing a number of alternative basic layout and circulation designs for the facility. Muni will then make a choice on the best design concept, paving the way for final design work and construction to begin.

Nelson/Nygaard Consultant Associates, sub-consultants on this UMTA-funded project, are developing an operations plan based on both maintenance and transportation needs.

According to John Katz of Strategic Planning, who is coordinating work among Muni, UEB and PBQ&D, the engineering and design phase will take a year, with construction starting in January 1989. Potrero will remain in full operation throughout the construction period, which is expected to be finished by May of 1990.

Turn 75¢ Into $1

The three museums in Golden Gate Park—the Academy of Sciences, the Asian Art Museum a the M.H. de Young—are offering Muni riders a break on admission prices during 1988.

Just by presenting a valid Muni transfer or Fast Pass to cashiers, adult visitors to the museums will receive $1 off regular adult admiss fees ($3 at the Academy; $4 at the Asian and de Young).

Academy Director Frank Talbot proposed the discount idea to encourage bus ridership to Golden Gate Park, which is often congeste with automobile traffic.

So next time you go to Golden Gate Park, take the 5-Fulton, 21-Hayes, 44-O'Shaughnessy, 71-Haight-Noriega or the N-Judah a take advantage of the discount!

Free at Last!

The Schedules Department is now ompletely automated and operating dependently from the Bureau of lanagement Information Systems 3EMIS).

In August, the Schedules epartment celebrated the start-up of s new VAX computer, responsible r all scheduling functions, but the stem was still tied into BEMIS at at time. In mid-December, the ocess to make the Schedules epartment independent was mpleted.

The January sign-up was the cond sign-up processed entirely on ie new mini computer and the first gn-up since the system became dependent.

Congratulations!

Humor Corner

y Pegge Fields, Secretary

afety/Training Department ntroduces Special Glossary

Displaced Persons (DP's)—mething like an orphan, but in this ase, it refers to staff members of the afety/Training Department. You ecome a DP when your place of ork closes down due to asbestos emoval.

Squatters—people, like DP's and ther refugees, who take over some ndesignated space in outlying erritories, notably Woods, Metro-reen and Presidio.

Scavengers—people like those Muni employees mentioned above ho confiscate relict Allis-Chalmers ypewriters, unclaimed/broken hairs, extra keys to rest rooms, etc.

Adaptive Skills—shown to be ighly developed in refugees who ccupy temporary campsites where ey exhibit the extremes of regariousness like begging and orrowing.

Photo: Bill Owyang

Muni's recently graduated new operator training class. Welcome aboard!

Photo: Bill Owyang

Supervisor Manny Gonzales gives blood as part of Green Division's on-going blood drive. Green has already held three donor days in which 27, 32 and 34 employees donated. Drivers were the first to donate, but during the last drive in December, nine shop people participated. The next donor day is scheduled for March. How about the other divisions? Anyone else want to follow Green's example and start a blood drive?

Women Drivers: How Does Muni Compare?

	Men	Women	% Women
AC Transit	935	399	30
BART	183	69	27
Golden Gate	218	70	24
SamTrans	198	64	24
Boston	2,602	682	21
Chicago	5,101	915	15
New York	11,140	435	4
Muni	1,976	321	14

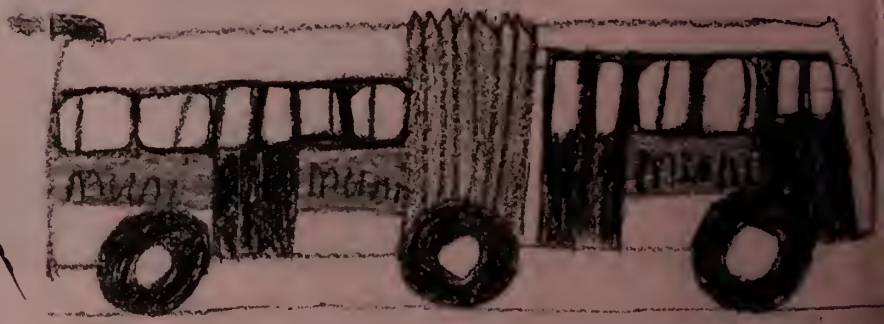
Thank You, Muni

In December, Jim Sauer, Manager of Army Division, provided two articulated diesel buses on two separate days to take children from the Paul Revere School on Tompkins Avenue to see the Pickle Family Circus at the Palace of Fine Arts. The children responded in kind with thank you notes and pictures galore about the trip. We wish we could publish them all, but here are a few letters and drawings from the Paul Revere students!

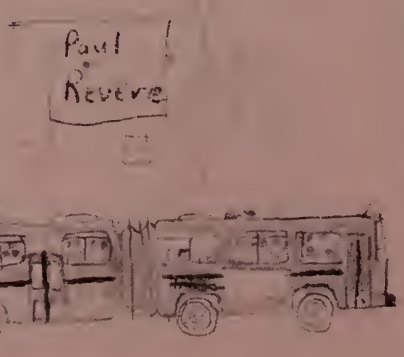
Dear Muni,
Thank you for giving us a ride to the Pickle Family Circus. I enjoyed myself. If you were there you like it yourself. It was fun. I liked the part when these two pandas were dancing with this girl. Well thank you for the ride, I hope you have a happy new year.
Sincerely,
Isabel Bustamante

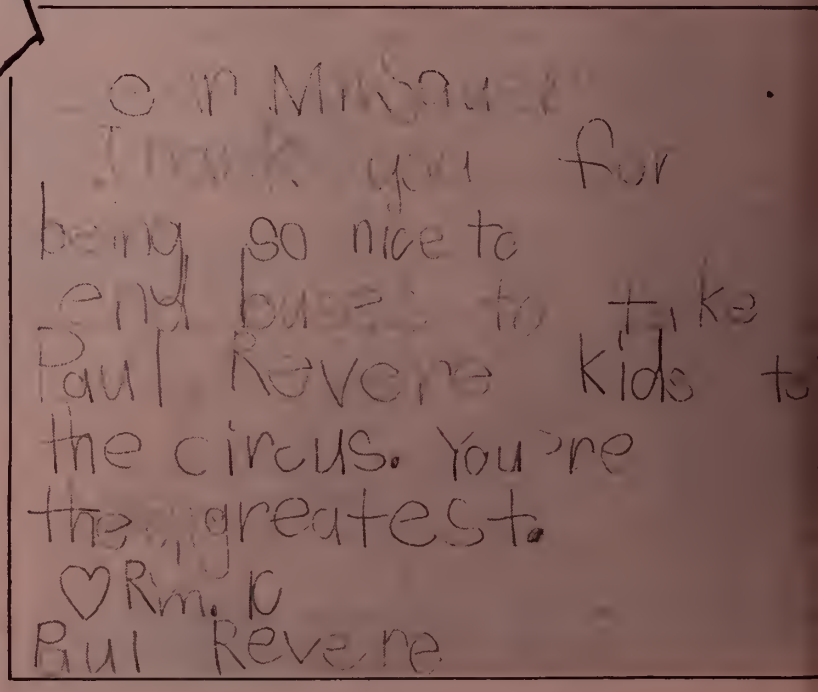
Dear Muni,
It was fun riding in that kind of bus. You have good ideas for building interesting buses.
I wish I could have sat or stood on the circle part. But, better luck next time!
Sincerely,
Michael R. from
Paul Revere School
P.S. Have a Happy New Year!

Dear Muni,
Thank you for taking us to the Pickel Family. I'm sorry it was so noisy.
It was such a long way and you brought us there and brought us back. I hope you didn't get mad for us singing Christmas carols.
Thank you
Stephanie Castro



Dear Muni,
Thank you for taking us to the Pickle Family Circus. When we got there we ate. After that we went inside the circus. There were 2 bears that had only 1 person in the costume, jugglers, clowns, acrobats and more!
The part I liked best is when this guy went into a cannon and blast out, but it was a trick. It was fun!
Sencerily,
Damon





33-Stanyan Operating

On Saturday, February 6, the 33-Stanyan, formerly the 33-Ashbury, became Muni's first completely new trolley coach line extension.

The concept to extend the 33 and fill in a crosstown service gap between Masonic and 6th Avenue, linking some of San Francisco's major medical institutions (San Francisco General, Children's, St. Mary's and Marshall Hale), was approved in 1979 and incorporated into Muni's first Five Year Plan.

The extension goes from Haight and Stanyan to Fulton, then west to Arguello, north to Sacramento and east to a terminal between Cherry and Maple.

Previously Muni's major crosstown lines were approximately every six to ten blocks in the northern part of the city, traveling along Van Ness, Fillmore, Divisadero, Masonic and 6th Avenue. There was strong neighborhood support for the extension which serves the Haight, Richmond and Clement Street areas.

The 33 was the first trolley coach line in the City operating as the 33-18th and Park in 1935 under the auspices of the Market Street Railway. It replaced electric streetcar service that dated back to 1894.

Congrats January Divisional Ops!

Army—Clarence Bell and R.L. Walker (December)
Cable Car—Gene Turner
Kirkland—Martin Islas
Metro—Luther Evans
Potrero—Cornelius O'Leary
Presidio—Angello Morello
Woods—Luther Leonard

RIDERS SPEAK

Gentlepeople:

This letter is to offer firm evidence there is a Santa Claus.

Tuesday evening, December 15, my wallet fell out of my car on California Street and it was picked up by a cable car operator named Ron Haren. Despite the fact that there was enough money and credits cards in it to discourage most people from returning it to me, I received a call at my home within one hour of losing it. When I caught up with Cable Car 59 and Mr. Haren, I tried to give him $50 for his kindness. He refused and said "No, I didn't do it for that. Have a Merry Christmas."

I think Ron represents the very best qualities this city has to offer and is the essence of Christmas spirit.

A very Merry Christmas and my deepest appreciation to Ron Haren.

Sincerely,
Ralph F. Osterhout
Chairman of the Board, Tekna

TRANSITIONS

RETIRED:

James Chisholm, Jr., who has the extraordinary record of driving for 34 years without a single miss-out, retired on January 20 from Woods Division. Chisholm was chosen Muni Operator of the Month twice in his career, once in 1962 when he worked out of Potrero Division and again in January of this year. He was also Woods Divisional Operator of the month in December 1987. Most recently Chisholm drove the 29 line. We'll miss you, James Chisholm! Good luck with your second career—a family pet store and grooming business!

RESIGNED:

Dan Wong, Transit Planner II, who worked for Strategic Planning for over two years, has left to take a job at the airport.

MOVED:

Diana Halterman, former 1446 Secretary in the Schedules Department, has transferred to the Muni Engineering Department.

HIRED:

Flora Jaochico has been appointed the new Executive Secretary to Ed Pearson, Deputy General Manager of Engineering and Construction. She comes to Muni after three years with UEB and was formerly employed by Fireman's Fund Insurance. Welcome aboard!

Photo: Carmen Magana

Photo: Carmen Magana

Belated congrats to Bob Highfill and Nathan Grief of Equipment Engineering, and Richard Dale of Electric Maintenance, who were all nominated for Managerial Excellence Awards by SPUR.

Shelters...

Continued from page 1

unique character and to make our city even more appealing to residents and visitors alike.

The agreement with Gannett includes a comprehensive maintenance program which ensures that the shelters are cleaned, swept and cleared of graffiti twice weekly. Special attention is given to the graffiti problem so that all graffiti is removed within 36 hours.

Marc Weisman, a former PUC employee, worked for four years developing the shelter program, identifying site locations, and writing the transit shelter contract. He deserves much of the credit for the success of this combined public and private sector project.

By July 1988, 350 more shelters will be in place and 650 should be on the streets by the end of 1989. Our Muni family can be justly proud of these beautiful new shelters, and we can also enjoy their comfort and convenience ourselves whenever we happen to be waiting for a bus.

Photo: Bill Owyang

Former PUC General Manager Donald Birrer and Walter Ware of Cable Car join in the fun at the Annual Cable Car Senior Luncheon this past holiday season.

Photo: Bill Owyang

Former Muni General Managers, (l to r) Jack Woods, Curtis Green, Bill Scott and Vern Anderson, join in the 75th Anniversary Celebration on December 28.

Child Care...

Continued from page 1

operators and handing out detailed questionnaires on their child care needs. The success of the study depends upon a good response from Muni drivers to these questionnaires, so if you receive one, please fill it out as thoroughly as possible and return it immediately.

At the end of the project, the consultant team will make recommendations on how best to proceed with the child care issue. Providing a child care center may only be one option and, in fact, may not be the answer, Rush stresses. Other recommendations could include, for example, referrals to child care agencies, a more flexible working environment for drivers so that child care would not be such a problem, or financial aid to reduce the cost of child care.

The study was launched on January 1 and will go through June. By that time, consultants will have a better idea which recommendations will be appropriate for Muni.

MUNI

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THE MUNI MEMO

Of the people, by the people, for the people of the San Francisco Municipal Railway

Market Street Project to Begin

On April 1, construction on the long-awaited Market Street Transit Thoroughfare Project will begin. Market Street will be regraded and resurfaced, new streetcar tracks will be laid, boarding islands and adjacent traffic lanes will be widened, new granite curbs and gutters will be installed, transit shelters will be placed and crosswalk and sidewalk bricking will be finished.

The Transit Thoroughfare Project grew out of the original Market Street Beautification Project of 1968, which called for plans to remove public transit from the surface of Market Street in an effort to make it a pedestrian boulevard. However, as the downtown area grew and with it the need for public transit, the original idea changed to expand rather than to eliminate public transit on Market Street.

In 1983, the Board of Supervisors amended the 1968 plan, approving four lanes of transit, the retention of passenger boarding islands and the operation of historic streetcars. A nine-month trial of the amended plan begun in August 1985 proved

Continued on page 8

Muni Is Our Most Important Product

Photo: Carmen Magana

COMMUNITY AFFAIRS (clockwise from far left): Jerry Wong, Anne Milner, Chucks Ogbonna, Shawne Bowen, Bob Callwell, Rebecca Ibay, Nicolas Finck, James Reyes, Louis Fort, Jose Morales, Greg Williams, Mel Martinez, Curtis Jones, Oscar Dealtonaga, Alan Siegel and Jaimie Levin.

If you've ever wondered where Muni's maps and timetables come from, who handles the Railway's extensive awards programs, who organizes publicity for major Muni events, who answers passenger requests for route information, who produces the *Muni Memo* and who provides reliable information on all of Muni to our riding public, just go to Room 222 at Muni headquarters and there you'll find the Community Affairs Department.

This relatively small department, headed by Director Jaimie Levin, consists of only 28 employees, including 19 telephone information workers, one lost and found clerk and the nine staff members who work on marketing and employee incentive programs. It is precisely the Community Affairs Department's small size compared to the extensive services it provides to San Franciscans and visitors to the Bay Area that makes the department so remarkable.

Consider these on-going programs and accomplishments, for example.

Continued on page 5

People Are Our Most Important Asset

At Muni our employees continue to come first! Our current employee recognition programs are all thriving, and additional programs are scheduled to be implemented later this year. We are particularly looking forward to the 1988 Gold Awards Program, which is scheduled to commence in late April. In addition, this year we will reintroduce Courtesy Patches for Operators (9163's) and year pins (5, 10, 15, 20, 25) for all employees. The Courtesy Patches will honor 1987 performance, and will be awarded as soon as they are received from our vendor. We will also be initiating cash awards of $50 for the seven Division Operators of the Month and for the three runner-up Maintenance Workers of the Month. The checks should certainly sweeten the award envelopes.

We are also working to increase educational opportunities through in-house training and State of California educational grants. Muni wins when competence is recognized and education is encouraged. Although we may have to tighten our belts in many areas this year, our first priority remains our most valuable asset—our employees!

George L. Newkirk
Director of Labor Relations

EDITOR'S BOX

Dear Reader,

No, Diane Nygaard, Bonnie Nelson and Barbara Brown have not been erased from the Muni memory. In fact they are so very much alive in the Muni consciousness that apologies are due.

In the January issue's "Unsung Hero" column on Kathy Gilbert, we stated that Kathy was the first woman to become a Transit Manager I and II at Muni. In reality, Barbara Brown was the first woman to become a Transit Manager I, working in the old Field Support section, followed shortly by Bonnie Nelson working in Scheduling. Both Barbara Brown and Diane Nygaard served as TM IIs, in Field Operations and Safety and Training respectively. Absence makes the heart grow fonder but it also makes the mind dimmer. Apologies.

For those of you who don't know, Nygaard and Nelson have formed their own transportation consulting company since leaving Muni and Barbara Brown became Operations and Maintenance Manager for Anchorage Transit in Alaska.

Sincerely,
Anne Milner, Editor

JOB FILE

Civil Service reports there are no jobs opening up for Muni employees during the month of March. For information on entry and promotional positions for Muni and the rest of the City, call 558-4496 after 4 p.m. on Thursdays and Fridays for the most up-to-date job descriptions.

EMPLOYEE NOTICES

I) As of February 29, 1988, the Bureau of Personnel and Training and the Protective Services and Investigations Bureau of the SFPUC has moved to 1155 Market Street, 8th Floor.

The Bureau has also converted to a new telephone system. Instead of having one central number, each division can be reached separately at the following numbers:

PERSONNEL & TRAINING	
General Information	554-1600
Administration	554-1600
Affirmative Action	554-1610
Manager's Office	554-1650
Discipline	554-1620
Operations Division	
Personnel Analyst & Manager's Unit	554-1630
Certifications & Employment	554-1640
Training Division	554-1670
PROTECTIVE SERVICES & INVESTIGATIONS	554-1680

II) Muni employee and dependent passes will be issued from the Bureau of Personnel and Training's new location at 1155 Market Street, 8th Floor, after February 29, 1988. Muni passes are issued in the mornings and by appointment *only*. This is a reminder that employees and their dependents must call the Administration Division at 554-1600 for an appointment. Appointments will be scheduled for the following days between 9 a.m. and 12 noon:

Monday and Wednesday—Employees

Thursday and Friday—Dependents

Following this procedure will insure prompt service and will save you time in avoiding unnecessary trips to the Personnel Office.

muni

AWARDS

Photo: Bill Owyang

Outstanding Engineering Employee of the Month Wiley Tom poses with top Muni managers.

Congrats February Divisional Ops!

Army—Donald Lejander
Green—Curtis Williams
Kirkland—Jeffrey Chow
Potrero—Venancio Villanueva
Presidio—Herman Butler
Woods—Arthur Borthen

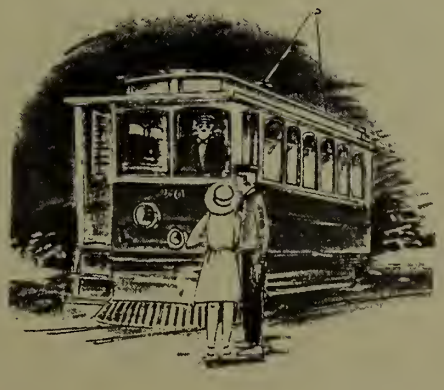

Photo: Carmen Magana

Maintenance Worker of the Month Walter Podesta of Army Division.

Photo: Bill Owyang

Muni Operator of the Month James Chisholm of Woods Division.

It's All in the Family

For three generations, the Lunardi family, natives of San Francisco, have been members of a second family—Muni. The late Angelo Lunardi unwittingly started the family tradition by joining the Market Street Railway in 1940 and Muni in 1945 after the war. Starting out as a motorman on the Muni Geary "B" line, he was an operator on the 5-Fulton for 20 years. Angelo's son Paul followed in his father's footsteps when he joined Muni in 1969 and became an operator on the N-Judah line. Paul remembers riding the streetcars with his dad and so does Kenneth, Paul's son, who recalls rattling through the Twin Peaks Tunnel with his dad when he was about ten. Ken is the latest Lunardi to join Muni. He started in 1981, operating LRV's, went on to trolley coaches and for the past three years has been a cable car gripman.

Photo: Bill Owyang

Ken and Paul Lunardi with a picture of Angelo as Muni Operator of the Month.

Angelo was Muni Operator of the Month in January 1958, retired in 1976, and is since deceased. Paul, married with four children, has a 13-year safe-driving record, received the Gold Award last year and was also Divisional Operator of the Month for Green Division in October 1987. He was a member of the first LRV operator training class. In his free time, he likes to watch football and play golf. Ken has a three-year safe-driving record and is thinking about becoming a maintenance mechanic. He also enjoys watching football when he's not working out with weights in his home gym or running to keep in shape. Ken and his wife Janice have a one-and-a-half year old daughter, Jennifer.

We can't help but wonder what career plans are in store for the fourth generation of Lunardis—how about a female general manager?

A Muni Centennial

On March 28, Muni will celebrate 100 years of service on the Powell Cable Car line with a cable car parade down Powell Street, a free music concert in Union Square and a gala civic luncheon at the St. Francis Hotel.

The Powell Street cable car line was built in 1886-1888 by the Ferries and Cliff House Railway. The power and car-house at Washington and Mason was completed in 1887 and revenue service on Powell Street began on March 28, 1888. Although much of the Powell Street system was destroyed in the 1906 earthquake and fire, the line was rebuilt because streetcars could not operate over the hilly routes.

The Powell line's Birthday Party will take place between 10:30 a.m. and 2:30 p.m. on March 28, starting with a parade of decorated Powell cars, led by the U.S. Navy's Marching Band, from the Cable Car Barn to Union Square. There will be a balloon bridge over Powell Street, a birthday cake for 1000 people and 5000 commemorative buttons will be distributed. In addition, a special balloon drop over Union Square will include 100 cable car souvenir tickets attached to balloons for those lucky enough to catch one. A concert and special ceremonies will be staged in Union Square after the parade.

Mayor Art Agnos will declare March 28 Friedel Klussman Day, in honor of the valiant woman who worked so hard to save the cable cars, and Al Shumate and Elizabeth Ortega, who worked with Klussman, will be honored at the civic luncheon.

Money raised from the civic luncheon and donations to sponsor the event, once costs are defrayed, will go to the Mayor's Fund for the Homeless.

Happy Birthday Powell Cable Car line!

Photo: SF PUC

Cable cars like this one have been running on Powell Street for 100 years!

muni

Gold Awards Program

Muni's Gold Awards Program established last year is alive and well!

The Community Affairs Department, which oversees all Muni awards programs, is currently working with senior management to firm up selection criteria and streamline the implementation process for the 1988 Gold Awards.

All Muni employees are eligible to receive a Gold Award, providing they meet the standards set forth in the selection criteria. This year about 400 awards will be handed out at the various divisions, starting in April and ending by the summer. Winners will receive special Gold Awards certificates, commemorative pins and wine glasses.

The minimum criteria for Gold Awards winners include length of employment, performance evaluation ratings, disciplinary issues and work habits. Individual departments develop criteria specific to their areas. For example, in Maintenance and Transportation, safety is a primary concern.

We're all looking forward to seeing who Muni's Gold Award winners will be for 1988. Let's all go for the Gold!

Photo: Carmen Magana

Photo: Carmen Magana

Nicolas Finck of Community Affairs regularly gives tours of the Presidio Yard to school children. Here, Nicolas, a former teacher who has an exceptional ability with children, shows youngsters from the Laurel Hill School about the trolley poles. And who knows—this little girl may be a Muni driver someday.

Muni is Our ...

Continued from page 1

The Community Affairs Department's Telephone Information Center receives 59,000 calls a month requesting route information; each clerk answers an average of 25 calls an hour. The department publishes and distributes 600,000 timetables, 150,000 maps and 600,000 guides, including the Cable Car and Metro brochures, every year. The Lost and Found Office recovers 450 lost articles from vehicles and stations every month.

Levin and his staff not only oversee the employee recognition and awards program honoring 500 Muni employees annually for their excellent performance, but the department also raises nearly $40,000 annually through donations to finance the awards program. Additionally, the Community Affairs Department generates $1 million of profit for Muni each year through the transit advertising program, bringing in $1,915 per vehicle, more than any other transit agency in the U.S.

These accomplishments alone would be enough for a department, but the Community Affairs Department also stages major promotions to celebrate such events as the re-opening of the Cable Car System, Muni's 75th Anniversary, the opening of new electric trolley bus service and the Powell line's 100th birthday celebration scheduled for the end of this month. In previous years, the department was also responsible for successfully marketing the two largest service changes in Muni's history—the January 1982 Phase II change affecting 25 routes and the August 1983 Phase III adjustments modifying 15 Muni lines. The department has also overseen the development of the cable car graphics sign system, assisted with the development of the new Transit Shelter Program and organized public information activities for the Golden Gate Bridge Celebration and the Pope's visit.

Continued on page 8

UNSUNG HERO:

George Wynn

Supt. of Green Support Shops

George Wynn, an Electrical Transit Shop Supervisor, was one of the key players in the LRV implementation.

BACKGROUND: George was born in Hanford, California, and grew up in the San Joaquin Valley.

EDUCATION: Since his family moved quite a bit, George attended a variety of grammar schools; he went to high school in Reedley, California.

CAREER: George first moved to San Francisco in 1958; he initially worked for Golden Gate Disposal Company, and later did mechanical work at a Chevron gas station. his first City job, as a garageman at Woods Division, was fueling and parking buses; he went on to fuel, maintain, and repair trucks and small engines at the Water Department. George continued his career climb at Green Center, winding his way up through the positions of 7409 Electrical Transit Service Worker, 7379 Electrical Transit Mechanic, 7380 Electrical Transit Mechanic

Photo: Bill Owyang

Unsung Hero George Wynn

Assistant Supervisor, 7253 Electrical Transit Mechanic Supervisor I, and 7216 Electrical Transit Shop Supervisor (his present classification).

ACCOMPLISHMENTS: He was part of the management team which implemented the LRV fleet; his role was to identify the tools and other products required for LRV maintenance, and to design the spare parts inventory list.

OUTSIDE ACTIVITIES: George is married; he has three children and three grandchildren. In his spare time he enjoys gardening, camping, and fishing.

COMMENTS: Being part of Muni's management team is very challenging; there's never a dull moment!

Photo: Bill Owyang

Mayor Art Agnos cuts the ribbon inaugurating the 33-Stanyan extension on February 6!

RIDERS SPEAK

(Muni often gets commendation letters for the "unknown operator." Not enough informtion is given to identify the specific operator and there is no return address. To all of you who have earned it, please enjoy the following.)

To All:

We would like to nominate one driver for "Driver of All the Months"—he drives the 1-California bus going down Clay Street at 5:50 a.m. crossing Leavenworth, Hyde, etc. He is courteous, caring and conscientious about his work. H stops and waits if he sees a connecting bus is coming—not like other drivers that take joy in slamming the door and taking off when they see you running for their bus. He also toots his horn to alert other connecting busses that passengers are running for the bus. And above, all he keeps the bus on schedule.

Grateful Passengers

Dear Sir,

Your Sloat driver (last one, 12:45 a.m.) was a good boy with compassion. He waited for me to come from the Judah car at 46th Avenue in the rain to cross the street to join him for the bus trip to Noriega. I thanked him, of course, and I didn't get soaked. Transfer corners are important, and usually ignored by drivers.

Anonymous

Mr. Hadley Roff
Deputy Mayor
Dear Hadley:

I am pleased to submit this after action report of the second alarm hotel fire yesterday morning.

The police officer first on scene did an outstanding job of alerting and assisting the Fire Department in rescuing the elderly and handicapped that lived in the Ritz Hotel.

When Red Cross evaluated the situation and requested S.F. Muni to

dispatch a handicapped coach, they promptly sent a kneeling coach, driver and Muni supervisor to the Eddy and Taylor location to transport the victims to hotels that Red Cross had obtained.

St. Anthony Adult Benevolent Association and the Holy Order of MANS dispatched staff to assist in handling the frail and elderly victims.

It was an excellent example of the City agencies and the community organizations working together to provide help to our citizens in time of need.

Sincerely,
Pete Ashen
American Red Cross

Seniors Benefit from Community Outreach

On February 4, Carlos Carillo, Assistant Superintendent of Potrero Division, met with senior citizens at Centro Latino, at the Jamestown Community Center at Fair Oaks and 23rd Street. The senior group had asked that a Muni person provide how-to-ride information on public transportation in San Francisco.

During the hour-long session, Carlos was able to provide basic ridership information to the seniors, some of whom will now try taking a Discovery Tour after up to 21 years in San Francisco without ever leaving the Mission District.

Great work, Carlos!

Muni's Old Timers!

Photo: Josh Rotsten

Fred Williams

C.B. Craft and Fred Williams have each spent a lot of time in the Gilley rooms of Muni, a combined total of 75 years to be exact.

C.B. is a 40 year veteran and Fred came on board 35 years ago. They both recall that conditions were much tougher then—operators worked 48 hour week split shifts and the pay was about 80 cents an hour. Equipment was inadequate and fringe benefits were practically non-existent.

C.B. frankly states that he took the job with Muni because it was the only employment available after the war. Since those days, he thinks Muni has improved by at least 200%. C.B.'s love is electronics and for many of his Muni years, he was also a partner in an electronics firm. For the past 10 years, he has been a transit inspector and is presently assigned to Potrero Division. He's thinking of retiring in the next year or two, and is looking forward to being able to enjoy electronics full time.

Fred currently operates the 29 Sunset out of Woods Division. He believes that Muni is one of the best careers around, offering good pay, excellent benefits and job security. When he retires this April, he plans to devote himself to his favorite activity—jogging!

Both C.B. and Fred have had long and productive careers with Muni. They are employees we can look up to. We wish them both all the best in the future, both at Muni and elsewhere!

Photo: Josh Rotsten

C.B. Craft

Market Street ...

Continued from page 1

successful and paved the way for the permanent Market Street Transit Thoroughfare Construction.

The project will take place in two parts. The first one will start on April 1, 1988, and run until the day before Thanksgiving, stopping just in time for the rainy season. Construction will be on the portion of Market Street that is west of Third to west of Eighth Street. The second part of the project will begin on April 1, 1989, and will also be completed the day before Thanksgiving. Work will occur from Fremont to west of Third and west of Eighth to Twelfth Street.

For the duration of the project, Market Street will be closed to through traffic. One lane will be open in each direction for Muni and emergency vehicles only. The areas under construction will be fully barricaded and police will be on duty to make sure that no one stops in construction zones.

Construction Project Manager Charlie O'Neal admits, "It's gonna be a mess." But O'Neal stresses that only one block will be under construction at any one time. Work will be finished on a given block before crews move on to the next one.

The Historic Trolley Festival will not be operating throughout the construction period, but plans to run some historic cars along the Embarcadero during the summer months are still being discussed.

Project Planning Manager Lee Knight deserves much of the credit for coordinating the progress on the Market Street Transit Thoroughfare Project and moving it through the various city commissions and the Board of Supervisors. It's been a long time coming and we'll all look forward to the successful completion of this most important plan.

Photo: SF PUC

Market Street was considerably less crowded 40 years ago when this photo was taken! Thanks to the Transit Thoroughfare Project, most private cars will opt for a different route today.

Muni is Our ...

Continued from page 5

Levin emphasizes that his staff works together as a team and that they collectively have a strong public service ethic and a commitment to public transit and Muni. He says the Community Affairs staff not only "preaches the Muni gospel," but has a good understanding of the needs and concerns of the public transit client because staff members are regular users of the system themselves. Levin points out that unlike other transit agency marketing departments that often look for imaginative ways to attract new riders and strengthen their agency's image, the Community Affairs Department focuses its effort on improving information services to the public in support of Muni's already excellent public transit service, which carries more people per capita than any other system in the U.S. Says Levin, "Muni's image is its product, and the Muni product is one of the best in North America."

Who are the people who carry the message about Muni to the public? In addition to Levin, the staff includes Alan Siegel, Assistant Director and Manager of the Telephone Information Center (he also shares the role of media spokesperson with George Newkirk); Nicolas Finck and Bob Callwell, who are chiefly responsible for developing brochures and information signs (Nicolas, who is multi-lingual, answers international correspondence and conducts tours for visiting foreigners); Anne Milner, *Muni Memo* editor; Sheila Mullen, editorial assistant; Chucks Ogbonna, "chief accountant" and supervisor of Lost and Found; Neal Gallagher, who handles Muni's mail order map program and oversees the logistics for the awards receptions at various divisions; James Reyes, who supports the clerical needs of the entire department; Carlos Camins, Lost and Found clerk; Jerry Wong and Alfonza Tucker, Telephone Information Center Supervisors, and the Telephone Information Clerks: Alan Anisgard, Shawne Bowen, Oscar Dealtonaga, Clay Durham, Louis Fort, Rebecca Ibay, Curtis Jones, Ruth Kaasa, Elizabeth Malbrough, Mel Martinez, Jose Morales, Larry Nichols, Larry Trail, Johnnie Tsui, Don Walsh and Greg Williams.

Keep up the good work, Community Affairs!

CREDITS:

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April 1988

VOLUME V NUMBER 2 APRIL 1988

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Changes Announced

On Friday, March 25, General Manager William Stead announced a reshuffling of reporting lines for middle and senior managers in the Engineering, Administration, Maintenance and Cable Car areas.

1. Engineering and Administration. The Department of Engineering and Construction and the Department of Administration have been combined into one Department of Engineering and Administration under Deputy General Manager Jo Ivester. Ed Pearson is Chief Engineer under the new structure, allowing him as the "engineer's engineer" to focus his strengths and talents on the technical aspects of the department while Ivester oversees administrative and resource management areas. Bob Highfill, Director of Fleet Engineering, reports to Ivester in this new structure.

2. Maintenance. Ways and Structures, formerly under newly appointed Deputy General Manager of Maintenance Phil Adams, and Transit Power under John Hope have been combined into the Department of Power and Way. John Hope will head this new department and will report to Maintenance Deputy Adams. The combining of these two areas is designed to save money by eliminating the position that Adams previously held and by streamlining the two areas into one.

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A Picture is Worth a Thousand Words

DOCUMENTS DEPT
SEP 7 1988
SAN FRANCISCO PUBLIC LIBRARY

A rare photo of the picture takers themselves: Bill Owyang, Carmen Magana and Josh Rotsten.

Buried deep in the recesses of the first floor of 949 Presidio Avenue is the PUC Photography Lab, headed by photographer extraordinaire Bill Owyang. The Photography Department is responsible not only for the voluminous numbers of photographs required by each Muni department, but also for pictures needed by all the other PUC bureaus. This department deserves a standing ovation for its tireless efforts in meeting the almost constant demands of covering ceremonies and events, shooting portraits and meeting the *Muni Memo* deadline each month. It is important to note that Muni and the PUC also need photos to conduct our regular business—claims, accidents, ID cards, to document disputes with contractors, and to illustrate technical and operating reports of many types.

Bill has been Chief Photographer and head of the PUC Photo Lab since 1979 (see Unsung Hero column on page 6). For three years, he worked alone shooting assignments and developing photographs by the old three tray method of dipping the photographic paper in developer, short stop and hypo solution, then

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Management Message

My first week in office I attended the fourth annual award ceremony honoring Muni operators, maintenance workers, inspectors, engineers and administrators.

In February, I helped inaugurate the extension of the 33-Stanyan line, which links the Mission district with Clement Street.

And in late March I was proud once again to participate in presenting proclamations to other Muni employees of the month, including my fellow Greek compatriate, Gus Asimakopoulos, a Muni worker for over four decades.

These events have been among the most pleasant of my first three months, which as you probably know, have been met with serious challenges. I have come to appreciate the vast and varied contributions which Muni workers make to San Francisco.

Our City faces difficult times. Our $172 million budget deficit is an unprecedented fiscal challenge. Everyone, City workers, our citizens, business people and even tourists are going to feel the pinch of getting our fiscal house in order.

Naturally, the specter of layoffs is frightening to people who rely on their City jobs to support their families. And make no mistake about it; there *will* be layoffs.

What I promise you is this: I regard San Francisco as a family. As head of that family, I assure you that I will approach the deficit in the most balanced and fair way possible so that the pain is shared equally.

The short run is going to be difficult. But if we pull together we will weather the storm. And in doing so, ultimately we'll be a stronger City for it.

Art Agnos
Mayor

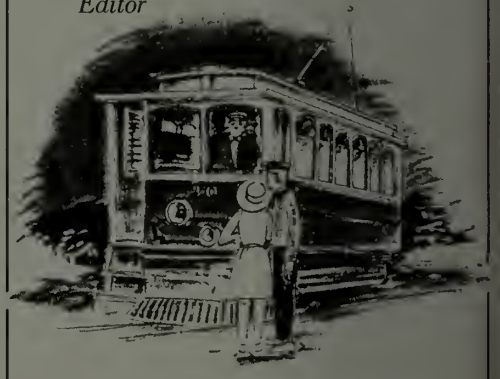
Editor's Box

Dear Reader,

In this issue you will notice some changes in the format of the Muni Memo. After reviewing back issues of the newsletter, our new media consulting firm N Graphic made recommendations on making the Muni Memo easier to read. You will notice that we have changed the masthead slightly and that we have instituted different typeface for photo captions and sub-headings. Columns are also more uniformly separated by lines and the name of each department, i.e., Management Message, News, Awards, appears at the top of the page instead of on the side. We welcome your feedback on these changes as we continue our efforts to improve the Muni Memo.

Special thanks go to Carolyn Dyson of Central Control who contributed to the Unsung Hero column on Chief Photographer Bill Owyang in this issue.

Sincerely,
Anne Milner
Editor



Job File

Civil Service reports no jobs are opening up for Muni this month. Despite the $170 million deficit facing the City and forcing departments to cut back, the Civil Service Hotline at 558-4496 is still announcing certain on-going positions throughout the City. We will continue to run the Job File column during this difficult time, but announcements of new positions will most likely be sparse for the next few months.

Employee Notice

Get your Muni Calendar!

If you haven't already received a Muni calendar for 1988, there's still time. PUC Reproduction, located on the mezzanine at 949 Presidio Avenue, has an abundant supply for Muni employees, families and friends. Each month features a black and white photograph of an historic Muni vehicle or event. These calendars are attractive collector's items as well as decorative and useful time keepers for home or office. They would make great gifts for transit buffs. Stop by Reproduction and get your free calendar(s) today. There's still plenty of time to get good use out of these calendars. 1988 is only one-quarter finished.

Classes

Attention Managers

Here's the schedule for the 1988 National Urban Mass Transportation Management Seminars at Northeastern University in Boston.

45th Session

April 25-May 5
September 12-22

46th Session

June 13-23
October 17-27

These well-known seminars are designed to increase management skills, improve management styles and sharpen self-image and self-perception among managers.

For information, call Program Coordinator, Catherine Tucker (617) 329-8000.

Awards

Photo: Josh Rotsten

Ching Yee Siopack, Maintenance Worker of the Month of the Department of Power and Way

Photo: Bill Owyang

Supervisor of the Quarter Kenny Rodriguez of Green Division

Photo: Carmen Magana

Muni Operator of the Month Larry Smith of Presidio Division

Congrats!

The March Divisional Operators of the Month are:

Army	Reginald Jones
Green	Harold Blatch, Jr.
Kirkland	Charles Edmondson
Potrero	Rene Mendez
Presidio	Elwood Nestler
Woods	Standle Spicer

News

Uncle Gus Comes Back to Muni

Photo: Bill Owyang

Gus Asimakopoulos

At the March Civic Luncheon, Muni honored a special guest and former employee, Mr. Gus Asimakopoulos.

Gus, 92, was born on October 26, 1896 in Kazarma, Greece. He came to America when he was 15, remembering his father's parting words, "Always keep company with good people." He became a motorman for the Market Street Railway in 1918 when he was 22 and then stayed on when it became Muni. His transit career spanned 44 years when he retired in 1962.

During the World War II years, Gus worked a 16-hour day on the Third Street bus line. Because of his great physical stamina, coworkers named him "The Iron Greek," and his riders affectionately called him "Uncle Gus." He was one of the first drivers to be selected as Muni Operator of the Month.

These days Gus is taking life a bit easier. Twice a week he goes by van to the St. Mary's Adult Center where he enjoys a hot lunch and participates in various programs. He and his wife Demetra have been married for 63 years; they have a son Chris and two daughters Christina and Athena, six grandchildren and four great-grandchildren.

Gus's philosophy of life has served him well down through the years, "Hard work never hurt anyone." Judging from how well he is doing at age 92, that's a motto worth adopting!

Rail Safety Comes First

In March Muni was host to a Department of Transportation Rail Safety class attended by representatives from transit agencies all over the country.

The class, held in the Green Division classroom, was also attended by a number of Muni employees, including Dan Rosen, Deputy General Superintendent, Rail Transportation; Lou Johnson, Green Division Superintendent; Brian Cunningham, Assistant to General Superintendent, Rail Transportation; Finn Haaskjold, Senior engineer from Muni Engineering, and R. B. Johnson, Central Control Manager.

Muni's Metro system is in the forefront of establishing safe operating procedures for rail transit and it was a pleasure to be the host for such an important event.

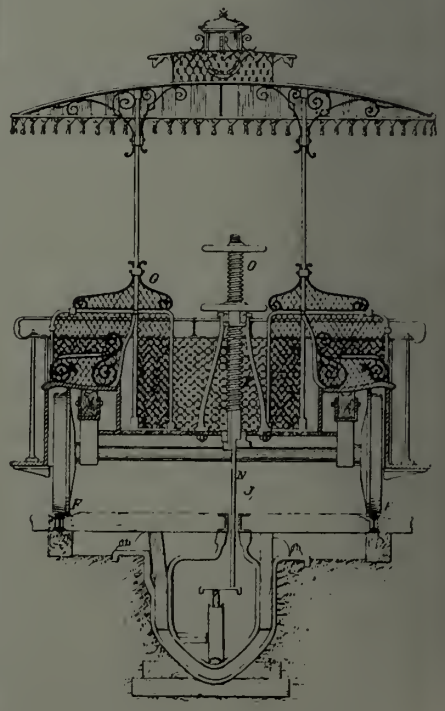


Photo: Bill Owyang

Jill Thompson, Director of the Bureau of Administration, poses with her former boss, recently retired PUC General Manager Donald Birrer, at his going away party.

From San Francisco to Vancouver

In February a delegation of Muni and City officials visited Vancouver, British Columbia, to observe the performance of that city's Sky Train System.

The key feature of Sky Train is its SELTRAC train control system which has the capability of automatically rescheduling trains for optimal performance. Headways as short as 45 seconds are possible under the continuous, moving block system. In addition, it features an advanced application of Automatic Train Control and has "driverless trains." Sky Train can reach speeds of 50 miles per hour. Muni Signal Engineer Tom Sullivan, who was among those visiting Vancouver, described the system as similar to a "horizontal elevator."

Among those travaeling to Vancouver to see how such a system might be used in San Francisco were Metropolitan Transportation Commissioner Doris Kahn, SFPUC Commission President Jeffrey Lee, SF Supervisor Bill Maher, Assistant to the Mayor and Muni Liaison Ed McGovern, Muni General Manager William Stead, Chief Engineer Ed Pearson, General Superintendent of Rail Transit Don Cameron and Signal Engineer Tom Sullivan.

Thanks!

Stewart Chevrolet has graciously begun donating five dozen doughnuts to the Divisional Operator of the Month ceremony at Potrero Division. They join the ranks of other sponsors at Woods, Kirkland and Army Divisions.

Hooray for Stewart Chevrolet and thanks for your support!

News

Muni's Angel of Mercy

Photo: Bill Owyang

Katherina Messina

Woods Operator Katherina Messina was in the right place at the right time on February 11. That Thursday at about 3:00 p.m., Katherina pulled her 43-Masonic coach into a bus zone near Geary Street just at the same time a vehicle in an adjacent intersection hit an eight-year-old boy.

Katherina ran to the boy, administered emergency first aid and comforted him. She then called an ambulance and telephoned his parents. Although Katherina has a strong vocational nurse background, it was her kindness and caring that really made the difference to the frightened child. Katherina has a seven-year-old son of her own and feels any mother would have done the same.

The boy is reportedly doing fine now and his father, a doctor himself, wrote Katherina a letter of thanks for her help.

We at Muni are very proud, indeed, of Transit Operator Katherina Messina!

Unsung Hero

Bill Owyang

Chief Photographer, PUC/Muni

Photo: Josh Rotsten

Bill Owyang

Background: Bill was born in San Francisco, the second oldest of three girls and two boys born to his parents who had immigrated to SF from China. He grew up in the Mission District where his Dad was a Chinese herbalist on Mission Street between 19th and 20th Streets. Bill laughs, "You know there weren't too many Chinese in the Mission back then."

Education: He attended Marshall Elementary, Everett Junior High and Mission High School during the day in his growing up years. But unlike most youngsters who then go home to do their homework, Bill and his siblings went to Chinese school every evening between 5 and 8 p.m. after their regular school day was over. It's a good thing for Muni because it was at the Kin Kuo High School that Bill became interested in photography and did the photos for the year book. He then went on to study photography at City College and later at the Fred Archer School of Photography in Los Angeles under the GI Bill where he graduated with high honors and held a one man show before moving back to San Francisco.

Military: During World Warr 11, Bill was a photographer in the US Army Air Corps and was stationed at Air University in Montgomery, Alabama for 6 months. He returned to the Bay Area and was stationed at Hamilton Air Forcc Base for the duration of his military tour of duty.

Career: After attending school in Los Angeles, Bill worked for the Royal Blueprint Company in SF for five years, doing photography and graphic arts. He then went on to be an industrial photographer at the Stanford Research Institute in Menlo Park and a photographer for General Electric's Microwave Laboratory in Palo Alto. After working for GE for eight years, he took the Civil Service exam for City Photographer, placed first and worked as a photographer for the Assessor's Office for 13 years. He also spent a year as a Fire Department photographer before coming to the PUC in 1979 where he became Chief Photographer.

Accomplishments: Since 1979, the productivity of the PUC Photo lab has increased by 300% with the purchase of new equipment and the hiring of staff assistants Josh Rotsten and Carmen Magana.

Outside Activities: Bill has been doing wedding photography for the past 30 years. "I love it," he says. It's so beautiful to witness a couple getting married and to share in a big happy event with everybody all dressed up."

Family: Bill and his wife Marie have been married for 38 years, and to summon that famous Bill Owyang smile, you need only mention his three sons. Kenneth, the eldest, is an optometrist with offices in SF and Palo Alto. In fact his SF office is right down the Street from where his grandfather once practiced herbal medicine.

Greg, his middle son, is an officer with the Muni Transit Police and Kevin, the youngest, is a loan officer with the First Interstate Bank. Ken and Greg, incidentally, were both born on December 1, a year apart. All three sons are married and Bill and Marie have four grandchildren.

Comments: In reflecting on Muni at the present time, Bill speaks highly of the present administration. In particular he likes the Exchange Talks because of the one-on-one conversation that allows for feedback on what's happening and needs to be done around Muni.

continued from page 1

A Picture is Worth . . .

washing the print and placing it in a drum dryer. That process generally takes an hour, so you can imagine what the stress levels were like around the photo lab with one person shooting and developing with no help in sight. Things run quite a bit more smoothly these days, however.

In 1982, thanks to the efforts of Tom Jordan, who was then with the PUC Bureau of Administration, which oversees the Photo Lab, Carmen Magana and Josh Rotsten were hired as staff assistants. The addition of their expertise eased Bill's load considerably. Then in 1985, the Photo Lab acquired a print processor which develops black and white prints in less than a minute, a considerable time savings over the hour long process.

Although things are easier than they were in 1979, the Photo Lab still has a heavy load. On the average, Bill, Josh and Carmen shoot 30 assignments a month all over the City and print approximately 1000 photos each month.

Both Josh and Carmen studied Photography at City College and it was there that they learned about the Muni Photo Lab. Each works three days a week for Muni and they do freelance work the rest of the time. Carmen works for the United Nations and does weddings and portraits. Josh, who lives in Petaluma, also studied photography at Los Angeles Trade Tech, Santa Monica City College and Santa Rosa Junior College. He has worked for the Sonoma Arts Council and is editor of a Petaluma journal titled "Creative Discourse." Both Carmen and Josh say they've had a long interest in art and photography.

If you think the PUC Photo Lab is a recent addition to Muni, consider that it started out with the Spring Valley Water Company back in World War I. In 1930, the City took over Spring Valley water and the Photo Lab was located at 425 Mason Street. A 1966 memo from then Chief Photographer Marshall Moxom details the history of the lab. It's interesting to note that a 1947 Bond Modernization provided the money to build a "fine, modern lab" at 949 Presidio, scrapping original plans to place the lab in a proposed new floor on the roof of 425 Mason. That "fine, modern lab" is now 40 years old and it's a tribute to our fine photographers that they are able to produce such outstanding work in a space built just after World War II.

Thanks PUC Photography for wonderful work!

Riders Speak

(Reprinted from the *San Francisco Chronicle*, Friday, January 22, 1988)

Editor,

It is time somebody commended the Muni drivers. Cars parked in loading zones, graffiti and trash abound inside the buses, passengers don't obey the rules. How a bus driver keeps his sanity, I'll never know. I say three cheers for the Muni drivers.

Laura Day
San Francisco

Transitions

Photo: Bill Owyang

Phil Adams

Congratuations to:

Phil Adams, the new Deputy General Manager and Chief Maintenance Officer, who officially assumed his new position on Tuesday, March 22nd. He started his career at Muni in January 1980 as a 7318, Electric Maintenance Technician in the Signal and Electronics Section at Ways and Structures under the old Facilities Maintenance Department. In September 1981, he became Signal Electronics Superintendent and in April 1984, General Superintendent of Ways and Structures, a position he held until placing first on the examination for Deputy General Manager of Maintenance and being appointed to that position.

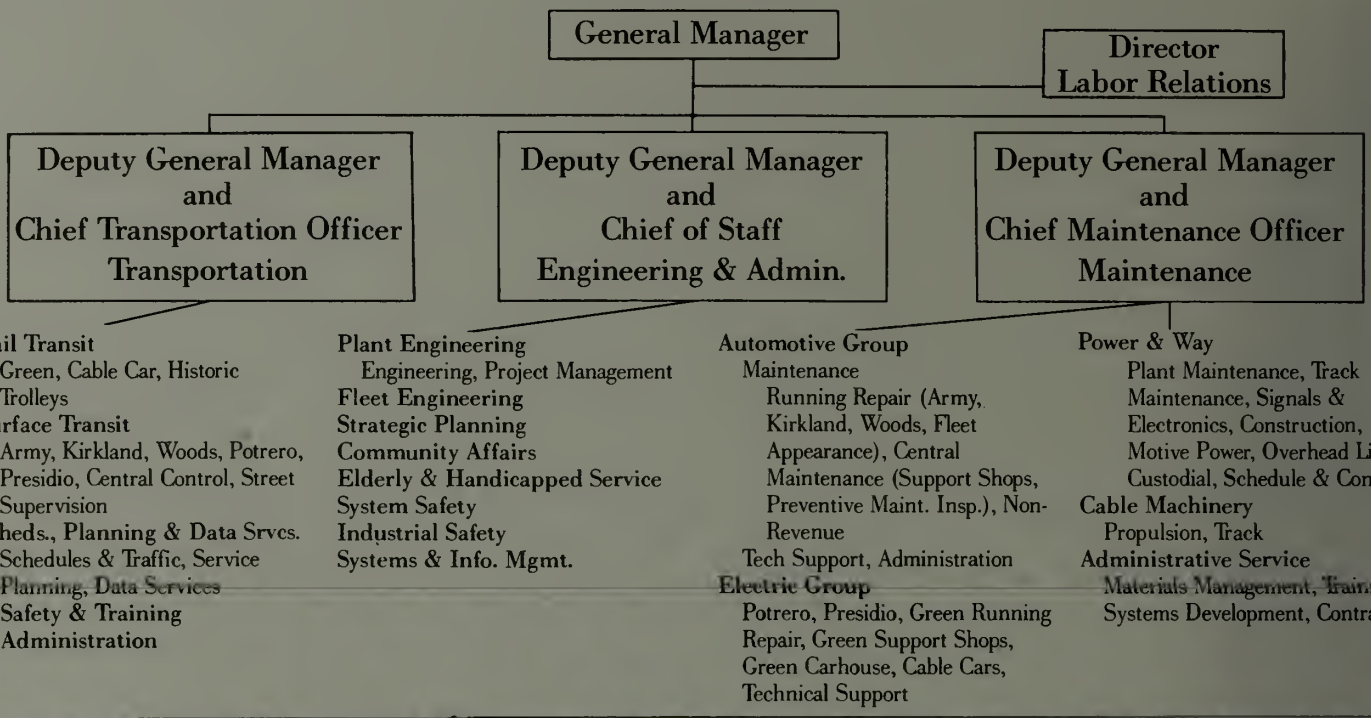
Fannie Smith, Tom Piggee and Governor Johnson, Muni's newest Transit Manager I's. Fannie is the assistant superintendent at Woods Division and both Tom and Governor are assistant communication superintendents at Central Control.

Marge Wilhelm, the new 9124, Transit Information Clerk in the Telephone Information Room. Marge, a former operator, is a disability transfer to the new position. As a driver, she received 300 commendations from her happy passengers!

Good luck to all of you in your new positions!

San Francisco Municipal Railway

Organization Chart


General Manager
Director Labor Relations
Deputy General Manager and Chief Transportation Officer Transportation
Deputy General Manager and Chief of Staff Engineering & Admin.
Deputy General Manager and Chief Maintenance Officer Maintenance
Rail Transit
Green, Cable Car, Historic Trolleys
Surface Transit
Army, Kirkland, Woods, Potrero, Presidio, Central Control, Street Supervision
Scheds., Planning & Data Srvcs.
Schedules & Traffic, Service Planning, Data Services
Safety & Training
Administration
Plant Engineering
Engineering, Project Management
Fleet Engineering
Strategic Planning
Community Affairs
Elderly & Handicapped Service
System Safety
Industrial Safety
Systems & Info. Mgmt.
Automotive Group
Maintenance
Running Repair (Army, Kirkland, Woods, Fleet Appearance), Central Maintenance (Support Shops, Preventive Maint. Insp.), Non-Revenue
Tech Support, Administration
Electric Group
Potrero, Presidio, Green Running Repair, Green Support Shops, Green Carhouse, Cable Cars, Technical Support
Power & Way
Plant Maintenance, Track Maintenance, Signals & Electronics, Construction, Motive Power, Overhead Lines, Custodial, Schedule & Control
Cable Machinery
Propulsion, Track
Administrative Service
Materials Management, Training, Systems Development, Contracts

continued from page 1

Changes . . .

3. Cable Car. The Cable Car Division has reverted back to its old place in the Muni organization, giving up the experiment of running it as a separate division. Division Manager Walter Ware will report to Superintendent of Rail Transportation Don Cameron; Don Haagstad, head of Cable Machinery will report to Maintenance Deputy Phil Adams; and Nick Zaboukas of vehicle maintenance will report to Jonathan Miller, Superintendent of Electrical Maintenance.

Please take a look at the organization chart reproduced on this page to get a feel for what Muni looks like now. Note that changes in the diesel area have not yet been finalized.

Credit goes to John Lucania, who, while doodling at a staff meeting, came up with the idea of the Muni "TEAM" logo for the organization chart: Transportation, Engineering and Administration, and Maintenance.

Photo: Carmen Magana

The Muni TEAM top Managers (l-r): George Newkirk, Labor Relations; Phil Adams, Maintenance; General Manager William Stead; Paul Toliver, Transportation; Jo Ivester, Engineering and Administration.

Credits:

The Muni Memo
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May 1988

VOLUME V NUMBER 3 MAY 1988

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

New Bus Yard

All systems are go for the construction of Muni's new diesel bus division and parking facility on Harrison Street.

The former U.S. Steel supply building at 1940 Harrison between 15th and 16th Streets is being renovated to house and maintain a combination of articulated, double-decked and standard diesel buses. Demolition of the interior of the building was completed by the end of April and constructed started the beginning of May. This will be Muni's first entirely enclosed bus facility so a special ventilation system for the safety and health of all workers has been designed and will be installed during construction.

Under the terms of the Environmental Review and Planning for the barn, Muni is required to establish parking for the future employees of the facility so that the surrounding streets will not be congested with additional cars driven to and from work by Muni's staff. A three-story building will be located just opposite the bus barn on the corner of Harrison and Treat Avenue. It will house non-revenue vehicle maintenance shops, currently located at 24th and Utah, on the ground floor and parking on the second and third floors as well on the open air roof. A total of 228 parking spaces for mechanics, bus drivers, supervisory personnel and

continued on page 8

Safety and Training: the Tops!

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Photo: Josh Rotsten

Thumbs up for Muni's Safety and Training Department!

The fact that Muni's accident rate is only 99 per million miles of travel is no accident—if you'll pardon the pun. It's due to the dedication of the instructors and management in Muni's Safety and Training Department.

Director Hiawatha Washington says this is the second time Muni has achieved such a low rate. You might recall that five years ago, our accidents were approximately 112 per million miles of travel. We've come a long way. The classes regularly given by the Safety and Training Department from new operator training to senior operator refresher courses are what make the difference.

According to Washington, the Department is divided into three main areas: Safety managed by Bill Gordon; New Operator Training under Edgar Brown; and Rail directed by Harry Oosterbaan. Twenty-nine classroom and divisional instructors are responsible for four kinds of classes: New Operator Training, Accident Re-Training, New Operator Refresher Training and Senior Operator Refresher Training. Until the recent city-wide fiscal crisis was announced, New Operator classes were held every five weeks. The last one, until San Francisco's budget woes are resolved, started on April 18. However, on-going retraining and refresher courses remain.

If a driver has one avoidable accident at any time, he or she receives one day of accident retraining; two avoidable accidents within a 12-month period require two days

continued on page 8

Management Message

Successful Maintenance: Role, Process, Team, Commitment

The role of Muni maintenance is to provide for the sustained delivery of safe, reliable, and aesthetically pleasing vehicles and facilities that are consistent with scheduled maintenance demands and the prudent use of resources.

Staffing levels and use of funds will continue to be based upon the concept of doing only what is necessary, when it is necessary, and as cost-effectively as possible. This is what the public demands and this is what we must strive to do.

Budget allocation is determined by a review process consisting of Muni, PUC, the Mayor's Office, and the Board of Supervisors. The way we use our resources must reflect the changing needs of our entire organization.

Ideally ... all jobs are needed: each one of us shares a personal commitment to Muni that is based upon high personal standards of quality, common sense, prudent technical decision making, communications, personal honesty and trustworthiness in the work place. The support of the above results in high morale and consistently effective service.

My future role, as I see it, is to make ideals reality and to continually clarify to you, the Maintenance and Railway employees, the mission and direction of our department. We must strive to become a flexible, responsible, single unit capable of delivering the highest quality of service to the public served.

Phil Adams
Deputy General Manager
Chief Maintenance Officer

Editor's Box

Dear reader,

What do you think of the *Muni Memo*'s new look? We'd like to know. Our apologies for the lateness of last month's issue. The redesign took longer than we expected.

Please note that the Divisional Operator of the Month for March from Green Division was Frank Lee, not Harold Blatch, Jr. and that Katherine Messina is from Kirkland, not Woods.

Sports fans: What's happening with the various Muni teams—baseball, running, bowling, basketball, etc.? We'd like to cover your games in the *Muni Memo*, but we can't unless we know what's happening. Call Sheila Mullen at 923-6162 if you have information on successes you'd like to see publicized!

Sincerely,
Anne Milner,
Editor

Job File

Civil Service reports there are no jobs opening up for Muni employees during the month of May. For information on positions for other City departments, please call 558-4496, the Civil Service Hotline, after 4 p.m. on Thursdays and Fridays for the most up-to-date job descriptions. Hiring is still going on throughout the City government despite the deficit.

Employee Notice

It's Cable Car Bell Ringing and Muni Roadeo time again!

The preliminary Cable Car Bell Ringing contest will take place on Wednesday, June 8, from 5-7 p.m. at the Cable Car Barn. That's when gripmen and celebrity ringers representing non-profit organizations will vie for the honor of being among six finalists from each group to go on to the main event. The 25th Annual Cable Car Bell-Ringing Contest will be one week later on Wednesday, June 15, at noon in Union Square. If you're interested in competing, get your name in to Cable Car Division Manager Walter Ware at 923-6312 as soon as possible.

Muni's 13th Annual Roadeo is slated for all day Saturday, June 18, at Candlestick Park. The deadline for applications is 5 p.m. Friday, June 10, so be sure to get those applications in to Bill Gordon at the Safety and Training Department at Presidio Headquarters.

And good luck to all of you, ringers and drivers alike!

Congrats!

The Divisional Operators of the Month for April are:

Army—John Reed
Green—Lawrence Jones
Kirkland—Ying Y. Chin
Potrero —Johnny Wise
Presidio—Leonard Green
Woods—Vernon Ogilvie

Awards

Photo: Carmen Magana

Muni Operator of the Month Harold Blatch, Jr. of Green Division.

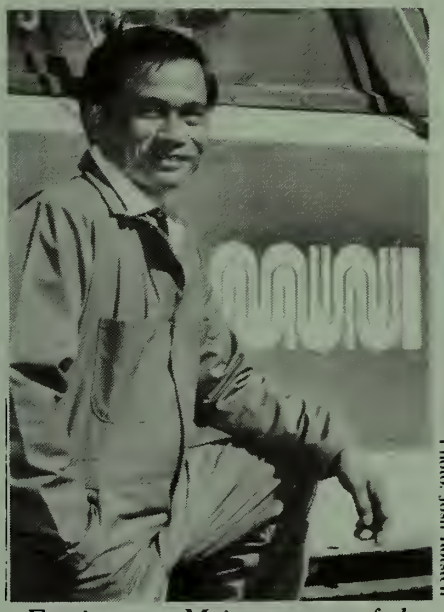

Photo: Josh Rolsten

Equipment Maintenance of the Month Angel Fontanella of Green Division.

Photo: Carmen Magana

A friendly hug from General Manager William Stead for Engineering and Administration Worker of the Quarter Alan Siegel.

News

Photo: Carmen Magana

A look at the Transport Workers Union Local 250-A Divisional Representatives (l-r): Bobbie Brown, President; Charles Flintroy, Cable Car; Orase McGhee, Green; Joe Barnes, Potrero; Wiston Hatch, Presidio; Herbert Goodspeed, Army; William Sisk, Kirkland; Wilson Mills, Green. Missing are Le Juene Carter, Woods, and Alvin Sweetwyne, Miscellaneous Divisions.

Roast Beef to Go?

If you'd like to enjoy a bit of Muni nostalgia with your lunch, stop by at Arby's at 870 Market Street.

The popular fast-food restaurant has adorned its walls with huge historical transit posters—you can digest Muni's past along with your roast beef sandwich! In addition to the historical posters, Muni's refurbished Trolley Festival cars are also on display in huge black and white and color prints.

The PUC Photo Lab and the Community Affairs Department worked hard to assure that Arby's would be able to offer a good look at San Francisco's transit of the past.

Another friendly gesture by the private sector to support public transit in San Francisco!

Photo: Bill Owyang

A satisfied Arby's customer and one of the many historical transit photographs displayed at 870 Market Street.

Donation Helps AIDS Patients

The AIDS Emergency Fund, a private non-profit group, that helps people with AIDS and AIDS Related Complex (ARC), has donated $12,000—$1,000 each month—to Muni's Program for the Elderly and Handicapped.

That money will help pay for taxi vouchers to enable low-income patients with AIDS or ARC to use Muni's paratransit service to get to medical appointments when they are too sick to use Muni's regular service.

Supervisor Harry Britt calls the donation "an important first step" in helping Muni provide needed transportation for AIDS patients.

What a Record!

The Cable Car Division has something to crow about! It recently held safety award ceremonies for the month of January when Cable Car achieved the lowest accident rate in Muni history—57% below target.

At the same ceremony on April 19th, the division also retroactively honored the following divisional operators of the month: January, Robert Nervis; February, Raymond Rezos; March, Raymond Walker.

Keep up the good work!

News

Photo: Bill Owyang

Powell Street looking north from Union Square, 1988.

*Courtesy of Bancroft Library

Powell Street looking north from Union Square a century ago.

At the end of March, Muni celebrated the 100th anniversary of the Powell Street cable car line. To give you an idea of the difference between 1888 and 1988, take a good look at these two photos.

National Transit Appreciation Day

Wednesday, May 18, has been designated as "National Transit Appreciation Day" by the American Public Transit Association.

To celebrate, our Muni transit team of almost 4,000 people throughout San Francisco will wear special buttons which are sure to become collectors' items among transit buffs.

It's also the date for the May Civic Luncheon honoring our monthly awards winners, and special recognition for all the men and women of Muni has been planned for that event.

Hats off to Muni's Transit Team—one of the finest in the land!

Budget Cuts

Many of you are probably wondering how the City's deficit and budget cuts are going to affect you personally.

In June the *Muni Memo* will feature a story on budget cuts and layoffs in an effort to clarify some of the confusion that exists about what is happening.

Be sure to look for a copy of the June *Muni Memo* for this important story.

News

Child Care Study Report

The joint Muni-AC Transit child care study, conducted by Louise Rush Consultants, is now entering its second phase. The first phase of the project—the questionnaire, discussion groups and community child care assessment—was finished last month. About 13% of operators completed the questionnaire aimed at determining specific child care needs of operators and the financial impact such problems have on Muni.

In addition, four discussion groups—three composed of operators and one of Muni managers—attempted to define programs which could potentially deal with operators' child care needs. Researchers also investigated the supply of child care in San Francisco County according to type, cost and available hours to Muni drivers.

According to Louise Rush, the study's preliminary findings show that the two most troublesome problems for operators who are parents are their work schedules and having sick children. The second phase of the study will analyze these findings and others in preparation for making recommendations on how child care needs can best be met.

In May, the child care consultants will invite both operators and managers to participate in separate forums to hear the study's findings and recommendations.

A final report will be out in June.

Unsung Hero

Photo: Carmen Magana

Alan Siegel

Alan Siegel is Assistant Director of Community Affairs, among other things!

Background: Alan was born in Superior, Wisconsin, the middle child of three, two boys and a girl. His father was a haberdasher.

Education: Alan attended elementary school and high school in Superior, and then went on to Antioch College in Yellow Springs, Ohio, where he studied experimental psychology. He obtained his Bachelor of Arts at the University of Wisconsin at Madison in Liberal Arts.

Career: Alan moved to San Francisco in 1965 "just in time to frolic in the park," he quips. He is fond of saying that the night before he left Wisconsin, it was 49 degrees below zero without the wind chill factor. He swore he would never see snow again. He says he left Wisconsin to go to New York by the scenic route—via California—and ended up staying. Before he started working for Muni in 1974, he traveled to Mexico and upon his return worked for a discount printer of displays. In 1974 he started out as a 9122 Transit Information Clerk, moving quickly up to Senior Information Clerk and finally to Chief Transit Information Clerk, in charge of the Telephone Answering Room by 1979. When Jaimie Levin was appointed Director of Community Affairs in 1980, Alan says he became Assistant Director of Community Affairs overnight! Alan supervises the Telephone Answering Room, and along with George Newkirk acts as media spokesperson for Muni. In Levin's absence, he assumes the responsibilities of managing the entire Community Affairs staff.

Awards: Alan says ironically he was "sung in time to be unsung." In April, he was named Engineering and Administration Worker of the Quarter for the Spring of 1988. He also received the Gold Award in 1987.

Accomplishments: Alan has spearheaded the upcoming installation of a new phone system for the Telephone Answering Room. The long-awaited system known as the Automatic Information Retrieval System was developed by BMIS and will be computerized for giving routine recorded information to passengers while they are waiting to

ask specific questions of a transit information clerk.

Outside activities: Alan plays with his three-year-old son Max and does "non-professional house repairs."

Comments: "I am living proof that one can start at Muni in an entry level position and become a manager."

In a more humorous vein, Alan says, "My proudest accomplishment at Muni was when General Manager Bill Stead at my on-site award ceremony said, 'Alan, I like your haircut.'"

Riders Speak

Dear Mr. Stead,

Every time a new *cross-town* line is introduced it helps the public-transport rider to avoid congestion and get from north to south with more comfort. Extending the #33 line to Cherry & Sacramento is the best thing Muni has done since the Fast Pass! I make a weekly journey from the Mission to the Richmond, and this new line saves me 20 to 25 minutes each way. Moreover, I get to ride through the most scenic part of the city. And only one transfer!

Cheers!

Edith Hartuitt

Dear Mr. Stead,

On behalf of the staff of KGO-TV News, I'd like to profusely thank the Muni staff for their help and cooperation in connection with yesterday's [March 28's] celebration of the 100th anniversary of the Powell Street Cable Car.

As you may know, we devoted more than 12 minutes of our early evening newscasts to the celebration, including an extensive history of the system. It could never have happened without the cooperation of the Muni staff.

Of key importance to the success of our broadcasts were George Newkirk of your public information staff and Walter Ware of the Cable Car Division. They went to extraordinary lengths to help us do something that's never been done before: a "live" broadcast from a moving cable car.

I only wish I'd had the presence of mind to get the names of the gripmen and conductor of the Powell-Hyde car from which we did our live broadcast. They, too, were extremely helpful and got the tourists in the proper mood for a fun, colorful television broadcast.

I hope you'll convey to each of these individuals our heartfelt thanks.

And please know that we stand ready to return the favor should the opportunity present itself.

The entire celebration was great; and it sure beats stories about vandalism and violence.

Sincerely yours,

Paul Jeschke
Reporter/Producer

Transitions

Administration and Engineering

Congratulations to **Patt Lyle** from Facilities Engineering, who was just promoted to 1842 Management Assistant from 1840 Junior Management Assistant; and to **Richard King,** who was promoted from 5346 Mechanical Engineering Associate to Mechanical Engineering Associate II.

Automotive Maintenance

The following changes have been instituted in the Automotive Maintenance area: former Acting Deputy General Manager of Maintenance **Jeff Johnson** has resumed his permanent duties as General Superintendent of Automotive Maintenance; **Robert Glaser,** formerly in charge of diesel maintenance at Kirkland, is now the Superintendent of Running Repair and Cleaning for the entire automotive fleet of both revenue and non-revenue vehicles; **Lee Large,** Superintendent of Technical Support, has expanded responsibilities that now include supervising the technical assistant as well as managing Industrial Safety and Hazardous Materials; **Jack Blanchfield** is the Superintendent of Central Maintenance, a newly created position responsible for heavy repairs and other support shops at Woods.

Green Light Rail

The following individuals at the Green Light Rail Center have qualified as Certified Mechanics: **Stephen Roja** in the areas of Brakes and Doors & Steps, and **Nestor Daquigan** in Doors & Steps. Congratulations and thanks to you for your diligence in completing these courses and becoming better at your jobs.

Schedules

Claire Zvanski, 1844 Senior Management Assistant, will receive the Distinguished Service Award from the University of San Francisco on June 10 for service to the university and alumni. Claire spent seven years on the School of Education Alumni Executive Board and two years on the Board of Governors. Claire is also running unopposed for re-election to the Health Service System Board.

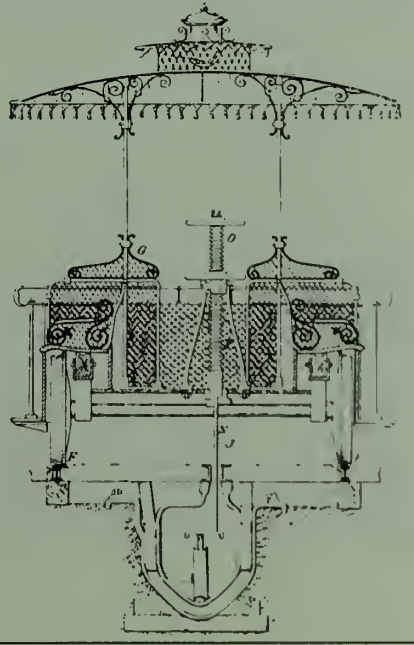

Photo: Carmen Magana

Muni's future diesel division at 15th and Harrison as it now looks.

continued from page 1

New Bus ...

other employees and visitors to Harrison Street will be available.

The Harrison Street bus barn will be a storage area for buses not in service and will be responsible only for light day-to-day repair, not heavy maintenance.

The construction of both facilities is being managed by the Utilities Engineering Bureau. Don Eng is in charge of the Treat Avenue building and Barbara Moy is overseeing Harrison Street. From Muni's side, planner John Katz has been doing a superb job coordinating with UEB on Muni's needs for both buildings.

Both the bus barn and the new parking garage are expected to be operational within one year, by June 1, 1989.

Photo: Bill Owyang

Most recently graduated New Operator Training Class. Congratulations!

continued from page 1

Safety ...

of training. More than two avoidable accidents within a year necessitate a corrective case interview by the Safety Manager who points out specific problem areas, three days of retraining and then follow-up performance rides while the operator is on the road.

Muni would like to salute the fine job done by its Safety and Training staff listed here: Director Hiawatha Washington, Training Manager Edgar Brown, Safety Manager Bill Gordon, Rail Manager Harry Oosterbaan, Secretaries Pegge Fields, Connie Ho and Jackie Smith, and Instructors Bernetta Adolph, Sadat Ahmad, Joe Bologna, Landy Dong, Joe Dorsey, Kermit Garnes, Madeline Harris, Bill Haynes, Robert Isely, Nate Jackson, Emile Jones, Jim Kaufman, Harry Leonard, Walt Maberry, Adrian Moy, Rudy Parson, Sam Phillips, Merline Porter, Ken Price, George Reid, Joanne Sisk-Baxter, Manuel Taguinod, Art Thomas, Eddie Thompson, Bill Valentine, Eveylyn Wells, Lamar Wiggins, Ruth Williams and Bob Wilson.

Credits:

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THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

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The City Deficit and Muni

The City deficit—and specifically how it will affect jobs at Muni—has been on everyone's mind for the past several months. With the new fiscal year right around the corner, we now know where Muni's work force reduction will occur. Although no one is happy about the need to cut positions, Muni and other City departments, faced with the inevitable, have adhered to strict Civil Service rules in carrying out Mayor Art Agnos's policies.

In this article, we will show you what our current position levels are by department, and where the proposed reductions will come from. We have defined positions according to six categories: senior management, middle management and senior professional, supervisory and professional, operators, production, and support. Senior management includes the general manager, deputy general managers, TM3s and general superintendents. Middle management includes TM1s and TM2s and second line supervisors, ie. foremen and division managers. Supervisory and professional includes first line supervisors and high level administrative staff. Production includes mechanics, station agents, planners and

continued on page 8

Cleaner Buses for Muni

Photo: Bill Owyang

Potrero's new bush washer

Two new bus washers installed at Potrero and Kirkland Divisions are making life easier for maintenance personnel.

The washers automatically spray buses with water and detergent and scrub them down with rotating brushes, similar to what one sees in automatic car washes. A driver maneuvers a bus through the washer once a green light is on and the water, soap, scrub and rinse sequences are automatically activated by different levers as the vehicle moves through. The whole process takes about 30 seconds.

According to Trolley Coach General Superintendent Rich Rogers, the new Potrero bus washer is a vast improvement over the facility's previous one installed in the 70's. The old one, Rogers says, was used simply as a rinse rack, because the soaper and brushes never worked properly, requiring hand washing of the coaches. The new washer cleans 35-40 coaches a day, freeing up car cleaners to focus their efforts on the inside of the buses where graffiti is increasingly a problem.

The Potrero bus washer went into operation in March and an identical one at Kirkland goes into operation this month after testing. Each washer costs $110,000. The new Kirkland and Potrero systems are just two of nine washers throughout Muni constantly in operation to keep our buses clean.

Management Message

Many numbers have been bantered about in the media as the City struggled to balance its projected $179 million deficit. No number was of more concern to Muni employees than the number of layoffs. The press began with predictions of 2500 citywide. But as of Muni Memo press time, the actual number to be laid off July 1st from Muni is 39! This represents 1% of our authorized strength.

Much hard work went into the effort to minimize layoffs. Management, the Unions, the Public Utilities Commission and the Mayor's Office worked together to develop a strategy for absorbing all but 39 out of 192 cuts through attrition and vacancies.

The majority of cost savings were generated by non-labor items. Muni's contribution to reducing the overall deficit is $16.3 million of which 12% was realized by layoffs. The remaining 88% was generated by elimination of vacant positions and by non-labor cuts.

Service cuts will take place in the fall, the exact date depending on our scheduling process and other negotiations. No transit operators (9163) will be laid off in July. I cautiously expect no additional layoffs in the fall—thanks to retirement and attrition.

Also contributing to the reduction of the City's deficit will be a fare increase. Our Finance Bureau is currently preparing a proposal for our Commission's consideration expected to include the following: Adult fares will increase from 75 cents to 85 cents and Fast Passes from $25 to $28. All discount fares, senior, handicapped and youth, will be made the same but at a new level: $6 for a monthly pass and a 25¢ base fare. Revenue from these changes is projected to go up over $7 million.

In closing, I want to personally express my concern for Muni employees who are being laid off. The fact that we were able to reduce the total number of layoffs does not make it easier for those of you who must now seek other employment. Good luck in that endeavor. Muni Management and your fellow workers all hope you will be able to recover quickly from this setback.

General Manager
William Stead

Editor's Box

Dear Reader,

A special thanks to Duane Reeves and Luther Freeman who provided the *Muni Memo* with information on the Muni Basketball Championship game which took place at the end of May. See story in News section. What about the rest of you sports fans? We know you're out there. We keep hearing rumors of Muni bowling, golf and baseball teams. Let us hear from you!

Please note that in this issue there is no Unsung Hero column. We are publishing the names of the Presidio Safe Driver Awards recipients and the May Gold Award winners; all of these folks are Unsung Heroes themselves!

The next issue of the *Muni Memo* will combine the months of July and August. We will return to our regular monthly format in September.

For those of you taking vacations this summer, enjoy yourselves. And for those of you going on to employment outside of Muni, good luck!

Sincerely,
Anne Milner
Editor

Job File

Civil Service reports no jobs will be opening up for Muni employees until the new fiscal year in July. As always for information on all City positions, at Muni and elsewhere, call the Civil Service Hotline at 558-4496 after 4 p.m. on Thursdays and Fridays for the most up-to date job descriptions.

Classes

For full-time Muni employees who are interested in obtaining an undergraduate or graduate degree, but just don't have the time, Holy Names College in Oakland may have just the program for you.

Holy Names has an accelerated degree program in their Weekend College in which students attend classes on Friday evenings and Saturdays every other weekend. You may obtain an undergraduate degree in Business Administration, Education or English. In addition, you may work toward teaching credentials in a variety of subjects.

For information, call Kathy Fontana at (415) 436-1123 or write to Weekend College, Holy Names College, 3500 Mountain Blvd., Oakland, CA 94619-9989.

Employee Notice

The Employee Assistance Program (EAP) offers on-going groups and workshops on stress, drug education, grief, co-dependency, substance abuse, women in abusive relationships, freedom from smoking and help for Latino smokers. You may also obtain individual counseling on any of these issues in a safe and confidential environment. All services are provided free of charge to Muni employees. For information, please call 558-5586. EAP is located at 170 Fell Street, Room 36, on the third floor.

Congrats!

The Divisional Operators of the Month for May are:

Green—Ernestine Lennear
Kirkland—James Burford
Potrero—Richard Fagan
Presidio—Henrietta Mack
Woods—David Tatum

Awards

Photo: Bill Owyang

Lift Operator of the Month J.P. Marshall of Army Division receives a plaque from Kathy Uhl, Executive Director of the Independent Living Resource Center.

Photo: Carmen Magana

Maintenance Worker of the Month John Ungat of Presidio Division

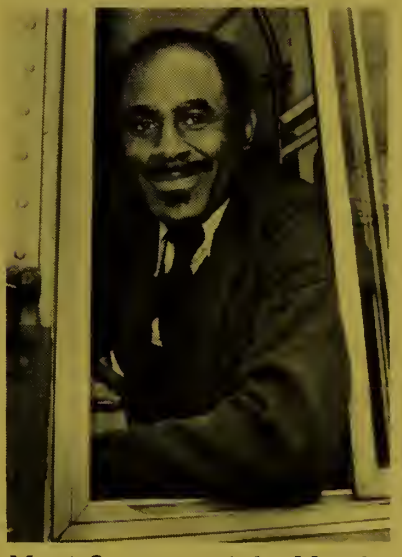


Photo: Josh Rotsten

Muni Operator of the Month James Rogers of Army Division

Photo: Josh Rotsten

Lift Operator of the Month Irving Sylva of Kirkland Division with Celeste White, a very happy wheelchair user.

News

A Star Among Us!

The Muni family has its own celebrity! When 19-year-old Terence Mullins, the son of Telephone Information Clerk Curtis Jones visited his Dad at Muni recently, news of the basketball star's presence raced down the halls like wildfire.

Terence had stopped in to see his Dad prior to taking off for Europe as part of an All-Star team that will play exhibition games with the U.S. Olympic Team in Czechoslovakia, England and Austria—a long way from the Ernest Ingold Boy's Club on Page Street where Terence first dribbled a ball when he was just eight.

Later, at Riordan High School, Terence racked up an impressive list of honors, from Bay Area Player of the Year to Pre-Season All-American. In his sophomore year, he was recruited by over 400 colleges and chose the University of Oklahoma where he is now a student and practices three hours a day. Terence says practice, combined with study time, puts a major dent in his social life! His long range plans are to play basketball professionally and eventually to move into a career in management information systems.

Photo: Bill Owyang

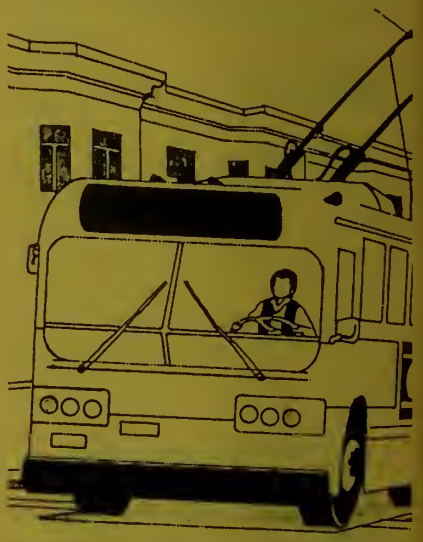
Proud father Curtis Jones with his son, basketball star Terence Mullins.

Terence Mullins, an engaging and talented young man, is a walking advertisement for his guiding motto, "You can achieve anything if you try."

Amazing Muni Facts!

The cost to run Muni for one day is: weekday $698,000; Saturday $472,000; Sunday $425,000.

The Bay Area includes 17 transit authorities with 3,702 transit vehicles and 1,504,000 average weekday boardings. Muni accounts for 27% of the vehicles, over 54% of the daily boardings and only 31% of regional operational expenses! (Data from the Metropolitan Transportation Commission's 1987 Annual Report.)



Gold Awards

The following people from Green Division received Gold Awards for their performance in 1987 at ceremonies in May. Congratulations and thanks for a job well done!

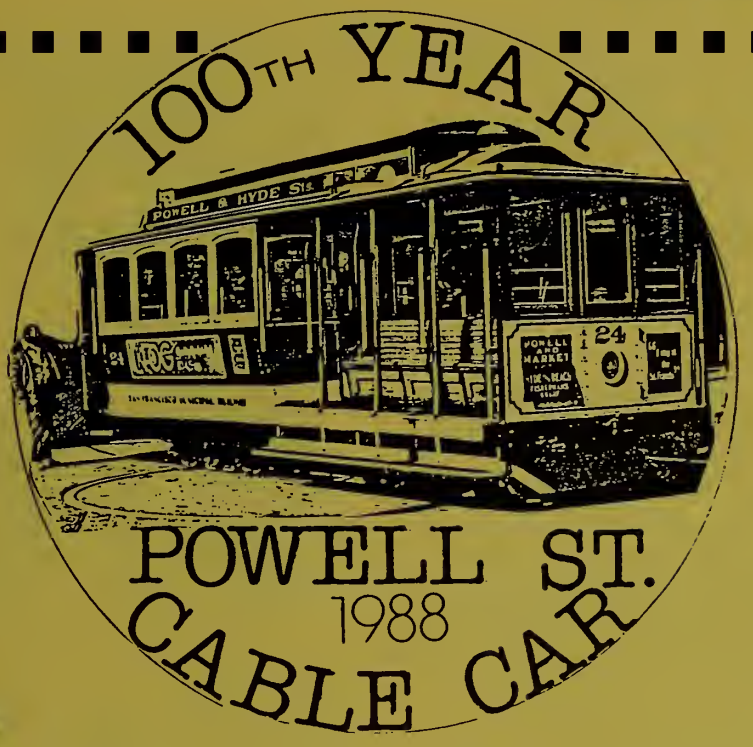
Green (Metro): Lawrence Bernard, Joseph Brusco, Lee Butler, Joseph Certain, William Devore, Jr., Elena Dugan, Peter D. Ehrlich, Ed Esther, Cleon Fleming, Hollice Freeman, Dale Glos, Sharon Hall, Clifford A. Handy, W. Harvey, Fred Henderson, Martin Hu, David Johnson, Ronald Kaufman, Richard Kisor, Thomas Kung, Wally Leong, Rugueneal Meadors, Ted Messersmith, Eugene Morris, Barbara Newman, Joan Parr, Jean Pecchenino, Clinton Redus, Robin A. Robbins-Wilson, Garth Sayers, Jessie Smally, Frank Wong, Gary Wong, Wayland Wong

Thanks!

The following businesses have donated money and prizes to the Muni Bus Roadeo scheduled for Saturday, June 18 at Candlestick Park. We're lucky to have such generous sponsors!

SF Muni Federal Credit Union
Ellis Brooks Chevrolet
A.A.A. Emblem Company
TWU Local 250-A
Peacock Jewelers
Caleb Smith and Son

Cable Car Coins Offered



The SF Coin Club designs a medal each year commemorating a significant event in the City. This year's coin is the size of a silver dollar and available in golden bronze or oxidized bronze, celebrating the 100th Anniversary of the Powell Cable Car line.

A Powell cable car is on one side of the coin with the SF Coin Club logo on the other.

The coins, available in early September, cost $2 each for the golden bronze and $2.50 for the oxidized bronze. If you are interested, make checks payable to the SF Coin Club, c/o Mike Stanley, 2107 Gill Drive, Concord, CA 94520. The coins will be mailed to you.

Also, look for an article in the next issue on a Cable Car stamp to be issued in the fall.

Miscellaneous Back on Top!

At the Muni Basketball Championship game held on Friday, May 20, the Miscellaneous team defeated Army Division, walking away with the championship for the seventh time in eight years.

Last year, Presidio Division beat Miscellaneous by 20 points, but this year, Miscellaneous came back to take Army by a score of 72-64.

Muni's basketball season starts each year after the general sign-up in the spring. Teams made up of drivers from each division compete in the basketball league. Miscellaneous, the only non-operator team, is composed of maintenance personnel, traffic checkers, supervisors and others.

This year Army, Kirkland, Potrero and Miscellaneous were in the play-offs. Miscellaneous beat Potrero and Army beat Kirkland to face each other in the final game.

Congratulations, Miscellaneous!

News

Presidio Safe Drivers

Congratulations!

One Year Awards
Winston Chin, James E. Fugate, Norm Hamilton-West, Karen Herbert, Elveston Hughes, Willie Hughes, Dorothy S. Liggons, Mary L. Love, Jeffrey Marchant, Aung-Myint Maung, Walter McCann, Allen McCoy Jr., Garret McHale, Joseph Miller, Ying S. Mok, Victor M. Munoz, Kwoon Chiu Ng, Kenneth K. Pon, Jesus M. Ramirez, Kenneth B. Robinson, Jessie Mae Smally, Jonathan Smith, Marcie Smith, Vicki Solls, Edith Spriggs, Raymond Steptoe, David P. Truong, Roger G. Vadnais, Charles F. Vercelli, Di Nisio Santamaria

Two Year Awards
Randolph D. Adams, Carlos Ardon, Alan Brown, Rayfield Byrd, Wins Cheng, Shaik K. Chow, Batiste Collins, Jr., Henry Glover, Toberto Gonzales, William A. Johnson, Eskanda Khajenoori, Lee Roy Limbrick, Overlin Mack, Richard McVey, Anthony Pointer, Francisco Raygioza, Bobb S. Retuta, Gary Rockett, Steve D. Sickles, Clifton W. Smith, Edith Spriggs, Raymond Steptoe, Larry Stubbs, Odysseus L. Webster, Lacomas Wolfe, King Fung Wong, Cornell Woods, Ronald L. Yeg, Chuck Lun Young, Ronald Herrera, Gloria Najarro

Three Year Awards
Treba R. Allen, LeVon Bell, Lawrence Brown, Thomas Brown, Billye Burke, Edwardo Castro, Freeman Chee, Rob Christopherson, Katherin Donaldson, Billy Gibson, Jonnie Gilbert, William Gobert, Abelardo A. Gomez, Wenceslao Gonzales, Jenken Jay, Donald R. Jongs, Fredrick D. Kelley, Charles McCurty, Dewistt Nunngry Jr., Tyrone Simon, Jesse J. Sirles, Claretta Williams, Murray Williams, John Will Wong, Joseph Wong, Richard Woods

Four Year Awards
Francisco Alvarez, Luis A. Berrios, Sylvia Breaziel, Kenneth Chambers, Chee Lin Chang, Ernest R. Ford, Chris Gonzales, Otis Grayson, John W. Green, Renato Hernandez, Paul A. Jones, Alfred Lee, Robert Loggins, Leroy Lovett, Hentitta Mack, Charles Mccurty, Josephine Oaties, Joao Remedios, Phyllis L. Shaw, Billy Ray Smith, Mary Ann Solls, Seuzi Solorzano, Barbara Torrey, Hester M. Tucker, Frederick Ward, Walter Watty, Clandy M. Wright

Five Year Awards
Deborah Alexander, Jesus E. Amaya, Frederico Apostol, Rufus E. Bennett, Rafael Cabrera, Teodoro Castro, Hoke-Lin Chang, Lloyd Collins, David Cortez, Daisy J. Crawford, Alvin Davenport, Lester Gordon, Robert Green, Paul Harris, Renato Hernandez, Kenneth K. Ho, Nelson Jones, Jr., Linda Madgro, Mustufap Mansuri, Gene F. McClain, Dennis N. Meehan, Melodias R. Relojo, Patricia A. Sparks, John E. Tucker, Nadine Whitley, Preston Wilson, Jr., Isaac T. Woods

Six Year Awards
G. Giovannoni, Leonard Green, Jim Hamilton, Dewey Holton, Willie L. Hughes, Ben Lee, Thomas L. Leon, Tgresicio Macaraeg, Linda F. Madoro, Juan Maza, John G. McDonald, James P. Moore, Angelo Morgllo, Isidro Ronas, Pablo B. Sausa, Paul M. Slade, Clinton Wright

Seven Year Awards
Thomas Aldana, William P. Beahon, Patricia K. Dade, Clyde Gillies, Jose Guandigue, Amos Hicks, John Lewis, Jimmie McMullen, Doain M. Meleod, George Sanders, Ding-Was Tom, Jamie Golden, Jamie Gordon

Eight Year Awards
Marvin E. Harper, James B. Holland, Elvin Lester, Ricardo B. Talioaga

Nine Year Awards
Myron Fong, Willie L. Henderson, Booker T. Lary, Elwood F. Nester, Edward Wall

Ten Year Awards
Evans Cole, James Dubuque, Tommie J. Gilliam, Clifford Lacy, Stephen Mutony, Elwood F. Nester

Eleven Year Awards
Delmas Allen, Searcy Giles, Jen Nung Lam, Stephen L. Mutony

Twelve Year Awards
Clarence E. Cook, Bennie C. Jackson, P. Johnson, Jr.

Thirteen Year Awards
Zebedee Hampton, Patrick T. Nolan, Elmer A. Trujillo

Fourteen Year Awards
Charles Elmore, Willis H. Fort, Wilfred Garcia, Harvey Mitchell

Fifteen Year Awards
John Joe Barry, Henry Crosby, John P. Shanley, Larry Smith

Sixteen Year Awards
John P. Shanley, Moses M. Taylor

Seventeen Year Awards
Delaney Armstead, Alfred Wycoff

Eighteen Year Award
Matthew Clark

Twenty Year Award
Freddy Smith

Thirty Year Award
Ruben Moore

Transitions

Photo © 1987 Triad Photography Group

PUC Commissioner Rodel Rodis

Photo: Bill Owyang

PUC Commissioner Sherri Chiesa

NEW FACES: Mayor Art Agnos appointed two new commissioners to the PUC in May to replace Mark Buell and Charna Staten, whose terms expired this year. The two new commissioners are attorney *Rodel Rodis* and labor leader *Sherri Chiesa.*

Rodis, who is active in San Francisco's Filipino-American community, has a law firm specializing in immigration and family law. He earned his law degree from New College of Law in 1980. When martial law was declared in the Phillipines in 1972, Rodis organized the National Committee for the Restoration of Civil Liberties in the Philippines. He is vice president of the National Filipino-American Council and was president of the Filpino Bar Association in 1983-84.

Chiesa has been president of the Hotel and Restaurant Employees Union Local 2 since 1985. Previously she served as the union's business representative and secretary-treasurer. She led Local 2's fight for renewed hotel contracts in 1986. She serves on the executive board of the SF Central Labor Council, is vice president of the California Federation of Labor and is also vice president of the California Culinary alliance, the statewide political arm of the Hotel and Restaurant Employees Union.

Welcome to the PUC/Muni family, and good luck!

RETIRED: Good luck to Helen Borthne who retired from Muni's Payroll Department this month after 21 years of service. A "goodbye" luncheon is scheduled at Charley's Restaurant, Holiday Inn, Fisherman's Wharf for Friday, June 24th.

And best wishes to Blossom Grove of PUC Personnel who is also retiring this month. A retirement dinner will be held at the Presidio Officers Club also on Friday, June 24th.

We'll miss you Helen and Blossom!

DECEASED: Sincere condolences to the family and friends of former Station Agent Joseph Hubert who passed away on Thursday, May 5th. Mr. Hubert was employed as a Transit Operator from 1966 to 1985, operating from Kirkland, Presidio, Geneva and Army Divisions before becoming a station agent.

Riders Speak

Owen Lee
Coconut Grove
Trailer Court #5
Key West, Fla.

The Muni Bus System
of San Francisco, California

Dear Sirs,

This is to thank you for the wonderful accommodations I received from your bus service during the year I spent in the great fair city of San Francisco.

No one who has been victimized by an inefficient or corrupt bus system such as existed in the last big city I lived in can be anything but impressed and delighted with the Muni example.

I cite the skill of the drivers, their coolness and maturity in dealing with all types of problems, also their courtesy.

I was amazed at the punctuality of the service, the constant stream of buses conforming to a close-knit schedule. I don't know how you do it. It must be the magic of San Francisco.

In the big city where I last lived the drivers were rude. People were intimidated. Old men and women were frightened. Senior citizens paid more. Transfers were designed only to increase revenue and to squeeze the last penny from the rider by forcing him to go on roundabout ways to his destination. A person who incurred the displeasure of a driver was not picked up again. Bus equipment was stolen by employees. Corruption was the order of the day, and no one cared.

When I compare this system of entrenched villiany with the public-spirited Muni system of San Francisco, my faith is restored in the American way.

Yours sincerely,
Owen Lee

continued on next page

continued from previous page

Riders Speak

To Whom It May Concern,

I was very pleased at how pleasant, patient and helpful the employees of the San Francisco Transit System treated me. In March I was in San Francisco on vacation, and whenever I called for help to get around the city everyone was so helpful. Please keep up the good work.

Sincerely,
Roslyn L. Spence
From Darby, Pennsylvania

Reprinted from Herb Caen's column, SF Chronicle May 9, 1988:

The best time I had last wk. was riding a Market St. bus with Quincy Norris, #2927, at the wheel. Muni Man of the Decade! Not only does he accelerate slowly and stop gradually, he greets every passenger with "Welcome aboard," calls out intersections, warns standees that "I am about to stop now," whistles cheerily and hums "Beethoven's Fur Elise." "You're a good man," I said. "My mother and father wanted it that way," said Quincy Norris, driver of the happiest bus in town.

continued from page 1

The City Deficit and Muni

engineers. Support is comprised of clerical staff.

The following chart shows our present number of positions by department (Base) and the corresponding cuts scheduled for July 1, 1988.

went to other City departments, "bumped back" to vacant posts, or bumped other employees who in turn may be laid off or transferred.

It's important to note that these layoffs do not take into consideration additional job cuts that may be associated with proposed service reductions scheduled for the fall. Also the figure of 39 people, while accurate at Muni Metro press time, may change once we determine which "bumped" employees must be laid off or transferred, and once retiring employees finalize their retirement plans.

Although the laying off of 39 people is certainly an improvement over 120, the personal impact on those receiving layoff notices cannot be measured. Please see the Management Message on page 2 for more on this story.

	Transp.		Maint.		Eng. & Admin.	
	Base	Cut	Base	Cut	Base	Cut
Senior Man.	7	1	7	0	8	1
Middle Man.	46	6	50	4	6	0
Sup. & Prof.	222	22	144	7	12	1
Operators	2048	21				
Prod.	83	4	879	43	53	4
Support	34	1	36	3	11	1
TOTALS		55		57		7

TOTAL = 119

Although approximately 119 positions were cut from all three departments, Muni was able to hold the layoffs to just 39 people because approximately 70 of those positions were already vacant. Of the remaining 50 or so employees who were affected, approximately 11 had other positions to fall back on because of seniority. Either they

Credits:

The Muni Memo
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July/Aug 1988

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THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

SEP 12 1988
SAN FRANCISCO PUBLIC LIBRARY

Muni Fares Rise on August 1

On Monday, July 11th, the Board of Supervisors approved a new fare structure for the Municipal Railway to increase revenues to help offset the City's deficit.

The regular adult fare will rise from 75¢ to 85¢ and the regular monthly Fast Pass will go up three dollars from $25 to $28.

The Discount Fare for Seniors and the Handicapped will remain the same, at 15¢, with the monthly pass at $4.50. The fare for youths five through 17 will also remain the same at 25¢, with a $5 monthly pass and a special 15-ride ticket book for $3.75 which is available to schools and youth organizations. Children under five will continue to ride for free.

Regular adult cable car fares will rise from the current $1 to $2. When transferring from a bus or Metro at the 85¢ fare the add fare to a valid transfer will rise from 75¢ to $1.00. The cable car day pass will also go up from $5 to $6.

Special Events Service to Candlestick Park will rise from the current adult $3 roundtrip fare to $4 or Fast Pass plus $2 in cash. Discount fares for youths and seniors and the handicapped will go from $2 to $3 or a Discount Pass plus $2 in cash.

All new fares will go into effect on Monday, August 1st.

Results of Child Care Study

The six-month study by Louise Rush Consultants into the child care needs of Muni operators is now complete and a final report has been submitted to Muni management.

The purpose of the study was to determine what the child care needs of transit workers — especially operators — are, how those needs are affecting abseenteeism, and what can be done to alleviate the problem.

The study's cost analysis found that Muni is losing as much as $1,275,000 a year from absenteeism due to child care problems. The reasons for this are two-fold: first, no child care services exist to accommodate operators' schedules which may have changing work days, odd hours and rotating shifts. Operators must often piece together a combination of child care arrangements for each child needing supervision. Many operators do not have access to the needed child care resources or the money required to create a solid child care plan. Other operators rely on friends and family, which often turns out to be problematic.

The second major cause of child care related absenteeism is sick children. Although there are limited community resources for mildly ill children, employees are often unaware of their existence and they are usually too costly for parents who would have to pay a sick child care fee on top of their regular child care costs. According to the study, women employees are twice as likely to have child care related absences as men.

Photo: Josh Rotsten

Operator Debra Franklin of Presidio Division, with her daughter Nicole, is just one of many Muni parents who face child care problems.

The short range recommendations of the study include investigating the possibility of opening a child care center for Muni employees, publicizing well and sick child care resources, opening a "flex" account to help pay for child care costs, and publishing a booklet of child care resources for Muni parents. A flex account (a federally sanctioned flexible spending

continued on page 8

Management Message

The start of the new fiscal year is a logical time to step back and preview major activities coming up. 1988/89 promises to have lots of action in the area of capital improvement.

Almost every rubber-tire facility is somewhere in the development or redevelopment process. Harrison and the Treat parking facility are scheduled to open in May 1989. The Treat NRV shop is scheduled for August. The design for the remodeling of Potrero will be completed in early 1989. The functional analysis of Woods and 24th & Utah will be completed. Finally, the process leading to the redevelopment of Presidio will begin.

Muni's rail system is preparing for major expansions. The J-line Connection construction will begin in late 1988. Market Street renewal will continue throughout the year with a Christmas/winter break. More accessible platforms for the handicapped will be constructed on the N and K lines. The environmental evaluations of the Metro Turnback, Metro Extension and F-line Fisherman's Wharf extension will be completed and engineering begun. Preliminary engineering of a new subway signal system will begin. The functional analysis for Metro East, a second LRV facility, will be completed. On the longer-range horizon, the citizens' committee studying Geary light rail proposals is expected to issue its report in the fall and another citizens' committee is now beginning to study proposals for the Bayshore (Third Street) Corridor.

Ensuring that these new and remodeled facilities meet all of Muni's needs requires a team effort based on thorough, thoughtful input from operating managers and supervisors, insightful design reviews by Engineering, effective coordination and communication from Strategic Planning, diligent solution-oriented work by UEB and consultants, and responsive financial and real estate planning by Finance and Planning & Development. The results of these team efforts promise major improvements in the facilities which will enable Muni to better fulfill its mission to provide high quality transit service to San Francisco.

Jo Ann Ivester
Deputy General Manager-Administration & Engineering

Bruce Bernhard
Director of Strategic Planning

Editor's Box

Dear Reader,

This issue of the *Muni Memo* is our combined summer July/August issue. We will return to our regular monthly format in September. The Unsung Hero column will also return in September. We are continuing to publish the Gold Award winners in its place.

Also in the fall, Muni will start publishing a quarterly passenger newsletter called Muni Times. A scheduled column for the first issue is a Passenger Profile. If any drivers have regular passengers who might be good candidates for the column, please call Sheila Mullen at 923-6162. Someone who uses Muni regularly and has developed a personal relationship with an operator would be ideal.

Thanks to Jim Stewart for setting the record straight on the cable car accident rate decrease. In the May issue, we stated that the Cable Car Division had achieved the lowest accident rate in Muni history — 57 percent below target. Steward tells us that in 1975, the rate was 66 percent below target.

Sincere appreciation to Sheila Mullen who is doing a great job assisting with the *Muni Memo!*

Sincerely,
Anne Milner
Editor

Letter to the Editor

Dear Muni Memo,

It is gratifying to know that Muni is seeking solutions to our operators' child care problems. Of course, many maintenance and support personnel also have these problems. Although we did not participate in the consultant's questionnaire phase, I hope we will

continued on page 8

Employee Notice

Attention Golfers!

LA Grone's 11th Annual TWWU Golf Tournament will take place on Saturday, August 6 at the Alameda (South) Municipal Golf Course. Tee off from the First Tee will be at 10 a.m. Registration is by 9:40 a.m.

Eligible players are members of TWU Local 250-A and 200 and union members from other Bay Area transit agencies.

The entry fee is $22.

For information, call Tom Lagrone at 626-8703.

Bart Construction

Construction is going on at the corner of Fifth and Market for a special entrance from the new Nordstrom's into the Powell Street BART station. Contractors will, among other things, be cutting a hole through the exterior wall of the station and opening up the interior into an entrance. The work is expected to take 10 months.

Muni employees working at Powell Street Station should notify BART's Construction Division at 464-6441 if the contractor's activities adversely affect station operations or patrons. This includes blocking of patron traffic, excessive dust, noise and the like.

Congrats!

The Divisional Operators of the Month for June are:

Army — Joseph Rodgers
Green — Martin Hu
Kirkland — Ethel Mattox
Potrero — Patrick Winans
Presidio — Henrietta Mack
Woods — Vivencio Sabado

Awards

Photo: Carmen Magana

Venancia Abrea, Maintenance Worker of the Month of Transit Power/ Overhead Lines Division.

Photo: Bill Owyang

Gilbert Gulgencio, Outstanding, Engineering and Administration Worker of the Quarter.

Photo: Carmen Magana

Muni Operator of the Month Arthur Yearby of Army Division.

News

Haren and Cabrera Do It Again!

Photo: Debi Haren

What a trophy! Ron Haren, winner of Muni's 13th Annual Roadeo, receives his prize from Deputy General Manager of Transportation Paul Toliver.

Ace drivers Ron Haren and Rafael Cabrera were among the top three winners again this year at Muni's 13th Annual Roadeo at Candlestick Park on Saturday, June 18th.

Haren, who was last year's second place winner, came in first this year with 2,324 points, Romeo Ariaza was second place winner with 2,310 points and Rafael Cabrera, who was first place winner last year and went on to place second at the International APTA Roadeo, came in third with a score of 2,302 points. The balance of the top 10 finishers were (in order): Richard Billups (2,293 points), Manuel Caceres, last year's third place winner (2,272 points), Ron Arvin (2,246 points), Nelson Alfaro (2,242 points), Harland Lee (2,226 points), Franke Ware (2,221 points), and Gillroy Smith (2,218 points).

In the Maintenance category, Martin Ramow took top spot for the second year in a row with 2,206 points; John Estebez, Jr., last year's second place winner came in again second with 2,003 points; Haley Smith was third with 1,954 points; Bruce Conner was fourth with 1,764 points; and Jorge Torres was fifth with 1,546 points.

Haren, Ariaza and Cabrera will compete in the Regional Transit Roadeo on August 20 at Contra Costa County Transit. Ron will also represent Muni at the International Roadeo, sponsored by the American Public Transit Association, on October 4th in Montreal.

The More the Merrier!

The Muni Awards Program is growing! In an effort to recognize even more Muni employees, on July 1 we will start honoring *two* system-wide operators monthly — the primary candidate and a runner-up. The runner-up will receive a $100 award, a special letter of commendation and an invitation to the monthly Civic Luncheon.

Other new awards categories beginning July 1st are Transportation Worker of the Quarter, Maintenance Supervisor of the Quarter, and Elderly & Handicapped Van Driver (a bi-annual award). Now every Muni employee will have an opportunity sometime during the year to be recognized with a cash award. We will provide updates as these programs continue to develop.

Photo: Carmen Magana

Safety and Training Department enjoys itself at its annual picnic in Golden Gate Park on July 1st.

Muni Reaches Out!

As part of Muni's outreach program for schools in the area, Gil Montoya, Assistant Superintendent at Kirkland Division, and Armando Guzman, Electrical Maintenance Instructor, spoke at the Career Day Program at Newcomer High School on June 2nd. Montoya addressed three classes of students during the morning session on career opportunities at Muni. Guzman spoke about maintenance and mechanical positions.

For the younger school set, John Luchsinger, Army Division Assistant Superintendent, gave a tour of an articulated coach to preschoolers from the Wind in the Willows school on May 26. Twenty-five children were thrilled to ride the 60-foot bus through the wash rack!

Payne Undefeated!

Photo: Bill Owyang

Cable Car Bell Ringing Champ Carl Payne (center) poses with Second Place Winner Garland Horton (right) and Third Place Winner Randy Goetzl (left).

Cable Car Gripman Carl Payne captured the Cable Car Bell-Ringing Championship for the ninth time this year at the 25th Annual Cable Car Bell-Ringing Competition at Union Square on Wednesday, June 16th. Rejoiced Carl, "It meant a lot for me to win on this special anniversary." The only time Payne has been defeated since he's been competing was in 1985 by Al Quintana.

Hot on Carl's heels were second and third place finishers Garland Horton and Randy Goetzl, as well was runners-up Al Davison, Steve Dickson and Michael McClure.

In the Celebrity Competition, Guide Dog Puppy Raiser David Fillippone briskly trotted into first place and former San Francisco 49er Bill Ring and Band Leader Michael Barry clanged it out for second and third place. Special thanks go to all the behind-the-scenes Muni employees who worked so hard on this San Francisco milestone event.

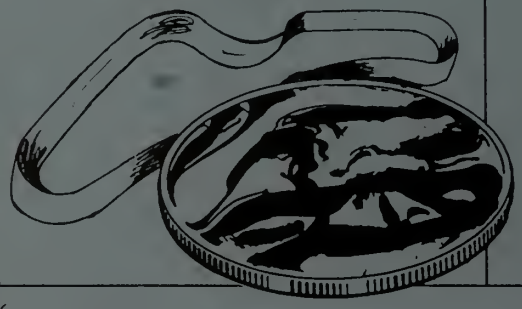
News

Gold Awards

Happy Gold Awards winners at Woods Maintenance.

The following people have received Gold Awards for their performance in 1987 at ceremonies held in June. Congratulations and thanks for a job well done!

Army Maintenance: Lawrence Lane, Sr., Roberto Thumas, Ignacio Navarrete, Khamsay Sayasane, Xavier Wanzo, Tommy Yup. (Transportation): John Alexander, James Allen, Bill Ray Bailey, Eugene Batiste, Clarence Bell, Raphael Cobrera, Willie Crosley, Marsell Crossland, Glen Grays, Gary Hawkins, Eugene Jones, Ralph Johnson, Samuel M. Joseph, John Luuchsinger, Kingston Ma, John Marshall, Lathay McFadden, Nelson Pino, John Reed, Joseph Rodgers, Arthur Sapp, Emmett Shannon, Robert Walker, Lena Wright, and Arthur Yearby.



Operations and Administration (Transportation): Paul A. Toliver

Payroll: Helen Borthne

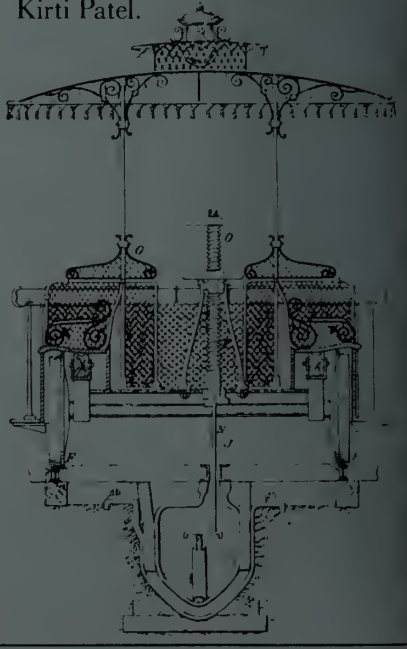
Woods (Transportation): Guilermo Calderon, John Cruse, Robert Doering, Sammy Baggao, Jr., Michael Fischer, Wilfred Fond, Sammy Hall, Edward R. (Pete) Hambrick, Leroy Large, Jose Jejia, Roland Miller, Ernest Garibaldi, McAlpin Moody, Michael Murphy, Thomas Nabonne, Emiliano Paco, Patricia Parson, Jose Ramos, Sally Santoyo, Francis Shine, John Stenson, Walter Swift, James Thompson, Vernon Thorpe, Charlene Vejdovsky, Claudette Washington, Collin Lee.

Beyond the Pale!

Green Division held its fifth and most successful blood drive since the beginning of the year on June 7th.

Muni congratulates the following people for contributing to such a worthy cause:

Anthony Huddleston, John Nevin, Daniel Miranda, Curtis Williams, Tyrone Powell, Cedric Wilson, Daniel Rosen, Terrance Butler, Edward Fine, Cleveland McDonald, Fern Modena, Frank Moran, Michael Marshall, Thomas Chisholm, Josse Carr, Salvador Hernandez, Manny Gonzalez, Thomas Brown, Richard McKnight, Douglas Norberg, Marcela Arguelles, Kenneth Hurst, James Gallagher, Mr. Joe Sagastume, Manuel Barrameda, Lee Butler, Jr., Lee Simmons, Ida Harper, Michael Barr, Robert Groves, Doborah Vance, Lionel Ng, Davidson Ferles, Emanuel Dean, Carole Gilbert, Arthur Shoglow, Kirti Patel.



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Transitions

RETIRED: Willie Neal from the Track Department at 24th and Utah after 31 years with the City and County of San Francisco. Good luck and happy retirement.

Photo: Bill Owyang

Lynn Pio

Lynn Pio, of the Utilities Engineering Bureau. Although he is not a Muni employee, Lynn Pio has worked on a number of Muni projects and is a familiar face to many of us, so the Muni Memo thought it appropriate to include him in our Transitions column. His claim to fame lies in the tireless efforts he performed for the City and Muni as manager for UEB on the Cable Car Reconstruction project — not an easy job, to say the least. He retired July 1, after 25 years of City service, to his home in Half Moon Bay. Good luck and we'll miss you!

TRANSFERRED: Virgil Dennis back to the Automotive Maintenance as Technical Assistant. Dennis had been an automotive trainer with Maintenance Training. Michael Cheney is the new Automotive Trainer who was picked from nine applicants for the job. Good luck to both of you and thanks for jobs well done.

DECEASED: Retired Muni General Manager William H. Scott recently passed away at the venerable age of 100. Mr. Scott became a city employee as an auditor in 1913 and was Muni's general manager from 1940 to 1952. During one of the most politically trying periods in San Francisco's transit history, Mr. Scott presided over Muni's acquisition of the Market Street Railway Company, and was General Manager when the city tried to do away with its cable car services. One of his major projects in the

Photo: Carmen Magana

Bill Scott

late 1940s was the conversion of many of the City's streetcar lines to diesel and trolley bus service. Mr. Scott's presence will be missed; up until quite recently, he was often an honored guest at many Muni functions.

Riders Speak

(Reprinted from the Los Angeles Daily News)

During a recent six day vacation in [San Francisco], my wife and I traveled all over town, visited Sausalito and Berkeley, and never once got behind the wheel of a car.

Public transportation. What a concept.

Are you listening, Los Angeles? As you drown in traffic and hydrocarbon fumes, it's important to understand that one of the reasons (among many) that San Francisco is considered *the* city in California is because of its civilized mode of transport. From cable cars to buses, ferries to BART, San Francisco tells you loud and clear that vanity plates and a $20,000 foreign sports car are not prerequisites of the urban lifestyle.

It means, for one thing, that you can interact with the people around you, rather than whiz by them at 70 mph.

The Muni ... [is] so well-run, [it] make[s] schlepping a joy. Muni bus drivers tend to be helpful and courteous, the lines are well laid out, and, during peak hours, you rarely have to wait more than 10 minutes for a bus. Even better is the fact that the 75¢ fare (15¢ for senior citizens and students) entitles you to a free transfer good for several hours....

And then there are the cable cars. As much a means of transportation as an indelible image of the City, these quaint 19th century relics are a national historical wonder. Although a bit on the expensive side ($1.50 per ticket, 15¢ for seniors), the cable cars are reliably funky.

This, then, is the Bay City bottom line. It's beautiful. It's civilized. It's only an hour away by plane. But most importantly, it's the place to go when you've had freeway overload.

—Lewis Beale

George Newkirk
Muni Railway of San Francisco

Dear Mr. Newkirk,

Thank you very much for following through with the problem of the coach stop for the 28 and 29 buses in Stonestown.

The new bus stop markings were in place today as you mentioned they would be in your response to my last letter. I am pleased to see that the Muni has reconsidered this situation and taken action to eliminate a problem which was picking up momentum day by day. Frustration and anger among passengers and drivers was not accomplishing anything except a worsening attitude toward the system. Your action has eliminated all the confusion, made bus access more convenient for passengers in

continued on next page

Photo: Bill Owyang

Muni/PUC management with what may be our smallest operator training class ever! The three center, holding certificates of completion, just graduated on June 6.

continued from previous page

Riders Speak

the Stonestown area, and definitely improved safety for everyone boarding buses in this area. I trust that you will give the same careful consideration to any relocation of coach stops after Stonestown construction is completed.

Thank you once again for your concern and for the prompt action.

Very sincerely,

Harry C. Cordellos
San Francisco

continued from page 2

Letter to the Editor

be considered in the solution.
Thank you,

Christopher Fishel,
Green Division Maintenance

The Child Care Study, whose final report is one of the lead stories on page one, makes recommendations to Muni as it pertains to the whole Muni family, not just operators. Muni will consider the study's findings and suggestions and implement the strategy that is the most cost-effective. Whatever plan is undertaken, maintenance and support personnel will also be part of it.

continued from page 1

Child Care

account) for dependent care expenses would allow employees to reduce their salary and pay for child care in pre-tax dollars. In this way, they could save on their taxes and also have more money to spend on child care. Muni would also save on payroll taxes on the pre-tax dollars employees deduct for child care expenses, a saving that could then go towards funding some of the other recommendations to assist employees with child care. The City of San Francisco is already exploring the flex account for City employees.

As far as a child care center is concerned, the study recommends that Muni do a feasibility study for a pilot Muni child care center. If the demand and resources are present, such a center could then become a reality. Local 790 is interested in working with Muni on the development of a child care center for all City workers.

Additionally, the study says that communication and cooperation between management and employees will also reduce child care related absenteeism. The study found that at one division, dispatchers routinely accommodate operators' requests for occasional trades in shifts. This division reports less than one shift a day missed due to child care problems, while other divisions have reported up to ten missed shifts daily because of child care needs.

The study recommends that the practices at this one division be formalized and introduced to all the dispatchers in the form of an employee policy. In addition, it recommends that annual workshops be held to provide supervisors, superintendents and dispatchers with the opportunity to share information to help manage employees' work/family conflicts.

The focus of the project was on Muni operators because the study originated out of concern about driver absenteeism, but the Transport Workers Union Local 250-A has agreed that any child care program instituted should be for the entire Muni family.

Credits:

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